

City of Rogers, Arkansas



Rogers Fire Department



Yearly Activity Report 2013



About the Rogers Fire Department

The Rogers Fire Department (RFD) was formed in 1888 as the Rogers Hose Company Number 1. In 125 years of service, the department has grown from a volunteer organization to a professional full-time fire department. The RFD is a department within the City of Rogers, and governed by the Mayor and City Council.



The Rogers Fire Department is recognized as one of approximately four dual-accredited fire departments across the United States. The accreditation processes from the Center for Public Safety Excellence (CPSE) and Commission on the Accreditation of Ambulance Services (CAAS) provide a “gold standard” for managing and operating the department.

We serve those who live, work, and travel through our city from seven fire stations, which are all staffed 24 hours a day by professionally trained firefighters and paramedics. Although the department continues to evolve with the needs of the community, the Rogers Fire Department of today remains committed to helping people and protecting our first-class city.

Our Mission:

To provide exceptional risk-related services to our customers.

Our Vision:

To be an established authority, nationally recognized in every risk-related discipline.

Statement of Values

1. Our employees are our most valuable resource.
2. Relationships with internal and external agencies are integral to our success.
3. Reducing risk to all of our customers and employees is paramount.
4. We embrace character, integrity, and ethical behavior.

About the Rogers Fire Department

Strategic Statements

- Provide opportunities for all personnel to be properly prepared to accept higher roles and responsibilities within the department.
- Provide emergency response consistent with professionally recognized standards of coverage.
- Be fiscally responsible to the community and seek alternative funding sources.
- Work to prevent or reduce loss to the community by fire and other occurrences.
- Strive for excellence in EMS delivery.
- Establish ourselves as a leader in emergency management.
- Be progressive in personnel management and critical thinking.

Department Leadership Fire Chief Tom Jenkins

Field Operations Division	Training Division	Risk Reduction Division
Deputy Chief Bryan Hinds	Deputy Chief William Hyde	Battalion Chief Travis Hollis
Battalion Chief Eddie Thompson	Captain William Huntington	Captain William Rumsey
Battalion Chief Cliff Thompson	Captain Dennis Thurman	Captain Terry Douglas
Battalion Chief David Whitlow	Captain Lance Loyer	

2013 Snapshot



Population: 61,957 (2013 Est.)

Daytime Population : 100,000+

Land Area Protected: 38.25 sq. miles

Number of Fire Stations: 7

Sworn Personnel: 111

Civilian Personnel: 4

Minimum Daily Staffing: 30

Significant Accomplishments

- Began engineering and architectural work for the construction of Fire Station 2 at its new location at 1810 West New Hope Road.
- Hired and trained ten (10) new firefighters in our 18-week fire academy.
- Added a Deputy Fire Chief position to supervise the Training Division.
- Received a federal grant to fund establishing Rescue 5 as an independent company.
- Developed regional apparatus typing and nomenclature standards with the NWA Metropolitan Fire Chiefs organization.
- Facilitated an agreement with Air Methods, Inc to place a medical helicopter at Fire Station 3.
- Identified land for future Fire Station 8 along the Pleasant Grove Road extension project near the intersection of Rainbow Road.

Mayor and City Council

The Mayor and City Council have legal oversight responsibility for the Rogers Fire Department. The Mayor serves as the senior elected official for the city and appoints the Fire Chief. The City Council governs budgetary purchases, ordinances, and resolutions involving all city departments. City Council meetings occur on the second and fourth Tuesdays of each month.



The Mayor of the City of Rogers is **Greg Hines**. Mayor Hines was elected in 2010 and is serving a six year term that expires on December 31, 2016.

City Council

The Rogers City Council is comprised of eight (8) members representing four wards of the city.

Buddy Wright—Ward 1
Mark Kruger—Ward 1
Gary Townzen—Ward 2
Marge Wolf—Ward 2
Clay Kendall—Ward 3
Andrew Hatfield—Ward 3
Betsy Reithemeyer—Ward 4
Bob Goodwin—Ward 4



Message from the Fire Chief



This year represents 125 years of service that the Rogers Fire Department has provided the great city of Rogers. What began as a group of volunteers with a few tools has grown into a professional and efficient public safety organization. I submit this 2013 annual report with pride. This year allowed our department to continue its habit of hard work and success. We added Deputy Chief William Hyde, formerly of the Bentonville Fire Department, to oversee our critical training division. He has worked closely with our department for years and has already proven to be an excellent fit. Deputy Chief Bryan Hinds, who promoted in 2012, was transferred to lead the field operations division. These two changes in administration have produced tangible dividends for our firefighters. Rogers continues to lead the state and nation in all-hazards public safety service and response. That level of leadership is only possible through the support of our elected officials and the enduring talent of our employees. Simply put, the best firefighters in the entire nation are here in Rogers—guaranteed.

Our department has fortified its relationship with surrounding agencies. In 2013, we began working to align response plans and procedures with other Northwest Arkansas fire departments and even instituted an automatic dispatch process with the Lowell Fire Department for calls occurring on the border of our two cities. We also partnered with the Northwest Arkansas Community College to facilitate the regional fire academy, thus saving time and money for all entities involved.

As we look ahead to 2014 many great things are on the horizon. Two new pumpers and a new ladder will be delivered during the first quarter. These units will complete our fleet improvement project that was funded from the extension of the 2011 bond issue. These units will be assigned to Station 2, 5 and 7. Additionally, our department will increase its staffing at Fire Station 7 to accommodate an ever-increasing emergency medical call volume. Much of this staffing will be funded from monies provided by the City of Little Flock and Benton County for contract ambulance service.

As I complete my fifth year as fire chief, I couldn't be happier. I lead the "best of the best" and reside in a city where "possible lives". Thanks for your support of our great organization.

Thomas C. Jenkins
Fire Chief

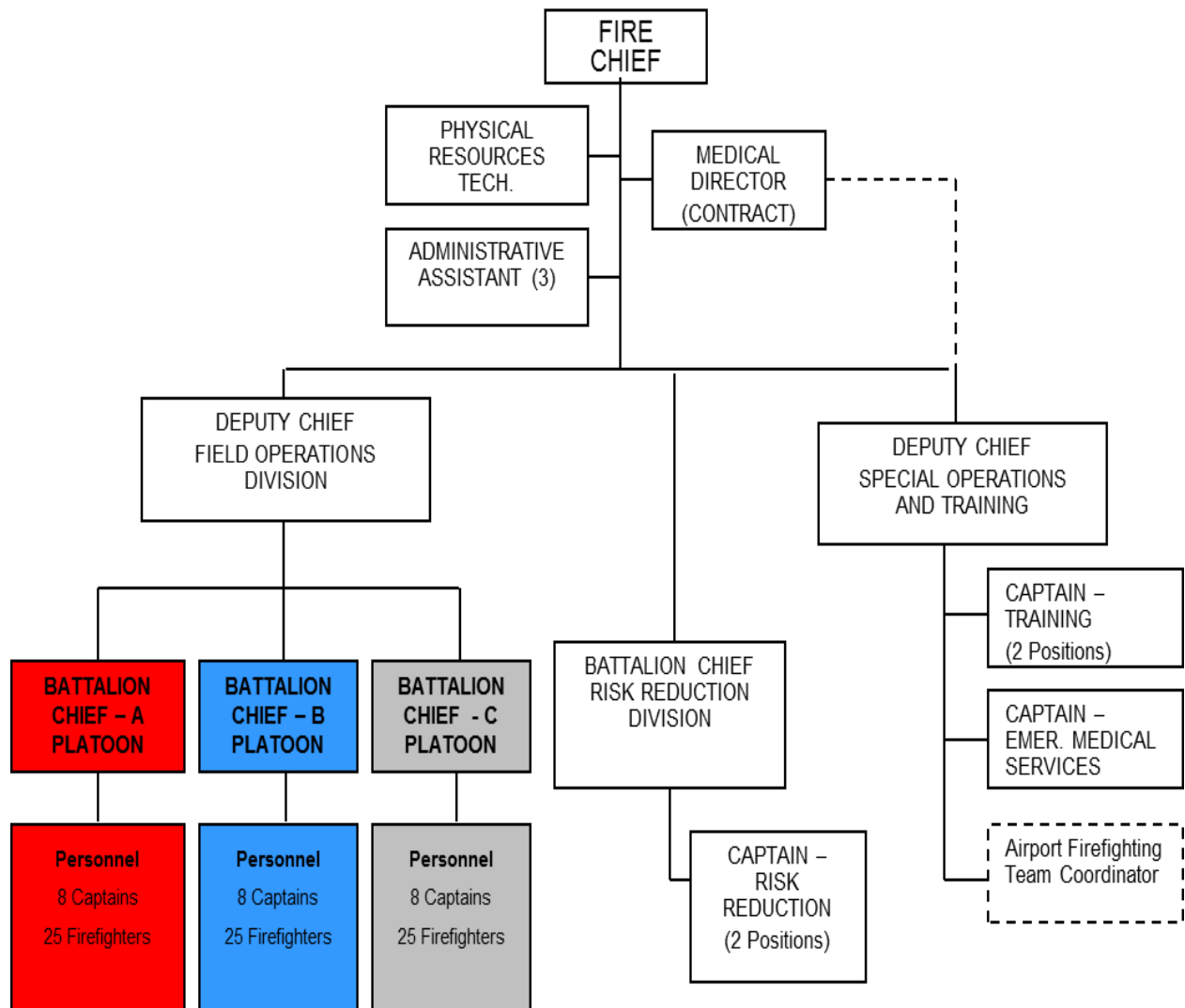
Human Resources Summary

Sworn Members:

Fire Chief – 1
Deputy Fire Chiefs – 2
Battalion Chiefs – 4
Captains – 29
Firefighters – 75

Non-Sworn Members:

Administrative Assistants – 3
Physical Resource Technician – 1



Accreditation Status

The Rogers Fire Department continues to maintain accredited status with the Center for Public Safety Excellence and the Commission on Accreditation of Ambulance Services. These combined accredited statuses place Rogers in an elite list of four departments nationwide.

The Rogers Fire Department received accredited status from the Center for Public Safety Excellence and Commission on Fire Accreditation International during the 2011 Fire Rescue International Conference in Atlanta, Georgia. In 2012, the department received accreditation from the Commission on Accreditation of Ambulance Services. Maintaining the dual accredited status requires careful data collection and constant assessment of the department's many processes and policies.



The accreditation process was identified as a strategic goal in 2009. Throughout 2010 and much of 2011, the department devoted significant resources to attaining this status. Accreditation not a status symbol, rather it is an on-going process to ensure the department continues to improve and adheres to industry best-practices.

The department will begin reaccreditation for both CAAS and CPSE in 2015. As a symbol of pride, all department apparatus now possess a decal indicating that the City of Rogers is protected by an accredited fire department.

Battalion Chief Travis Hollis serves as the Accreditation Manager for the department. Chief Hollis is responsible for providing adequate documentation to maintain our accredited status each year. In addition, Chief Hollis and Chief Jenkins also serve as Peer Assessors and serve to evaluate other agencies to review their accreditation status.



Administration

The Administration of the department is comprised of the Fire Chief, Deputy Fire Chiefs, and Battalion Chiefs. These seven members are responsible for the management of personnel issues, department budgeting, strategic planning, and other essential functions.



Through regular meetings, a robust strategic plan, and clear accountability, the leadership team of the department remained very active in 2013.

Accomplishments for the year included:

- Successfully maintain accredited status with CPSE and CAAS
- Managed and supervised the architectural and engineering design of fire station 2, which will begin construction in 2014
- Implemented a formal preventative maintenance program for the department's fleet resources
- Instituted additional recruitment efforts to expand the hiring pool and diversity of the department
- Accepted delivery of one command vehicle for the Citywide Tour Commander
- Managed the construction and engineering of three new fire apparatus (two pumpers and a ladder) to be delivered in early 2014
- Successfully wrote and was awarded a grant to add six (6) firefighters to staff Rescue 5
- Wrote and developed the department's first yearbook in celebration of its 125th anniversary
- Managed expenditures 0.6% under budget

2013 Fiscal Year	Budgeted	Expended	Remaining
Human Resources	\$7,405,305	\$7,334,909	\$70,395
Operating Budget	\$899,579	\$920,470	(\$20,891)
Total	\$8,304,884	\$8,255,379	\$49,504

Departures

In 2013, three firefighters separated from the Rogers Fire Department. These three individuals each had a special and unique impact upon the RFD. The impact they made is not forgotten, and they will forever be remembered as distinguished “alumni”.

**Mark Dyer (Engine 6, A-Platoon)
Brent Rush (Ladder 5, A-Platoon)
Justin Humes (Engine 7, A-Platoon)**



Training Division



The Training Division is led by William Hyde who serves as the Deputy Fire Chief of Special Operations and Training. Support staff in this division include:

Dennis Thurman, Captain

Lance Loyer, Captain

Kaylan Harmon, Administrative Assistant

William Huntington, EMS Program Manager

The Training Division is responsible for the implementation, delivery, and evaluation of the department's training program. The training program is guided by the division's annual training plan and supported by numerous instructors throughout the department. The

division also coordinates drills and evolutions that incorporate numerous companies and automatic aid partners.

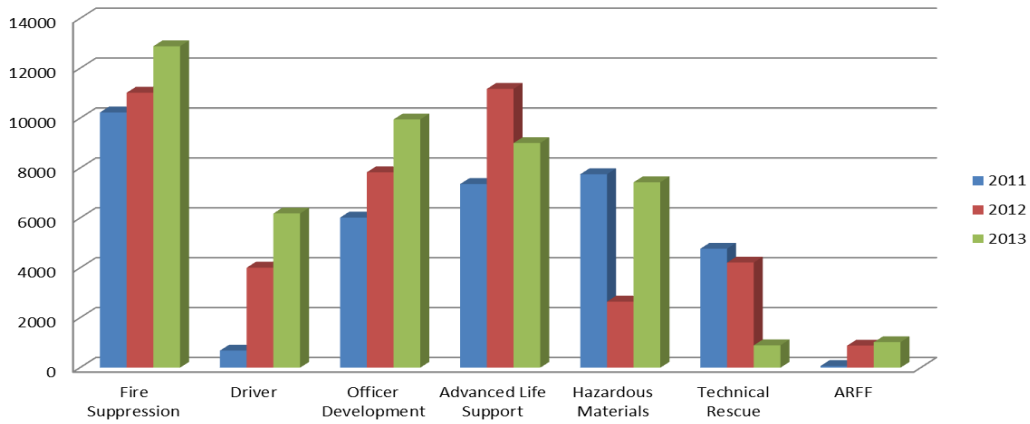
The focus of the Training Division is to ensure the department's firefighters and officers are well prepared for the litany of situations they respond to protect the citizens and visitors of Rogers. This is accomplished through strenuous planning and resource acquisition to address the many disciplines that encompass the department. In 2013, the department's personnel logged a total of 47,888 hours of training, an increase of 14.8 percent from the previous year. The following is a summary of training that was conducted on the department's three platoons:

A Platoon: 10,220 Hours B Platoon: 12,265 Hours C Platoon: 12,482.Hours

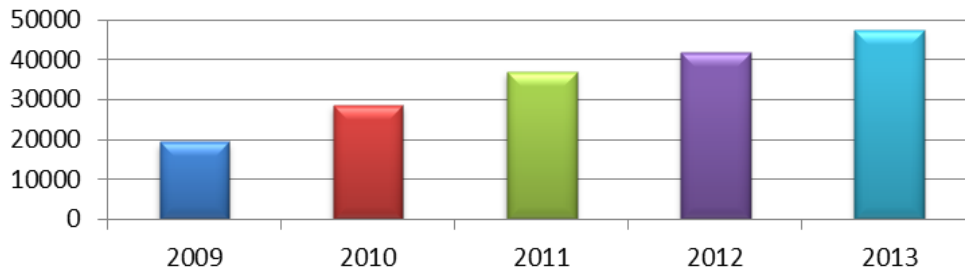
Training Category	Hours
Administration	5,043.17
Apparatus Operations and Driving	6,182.75
Aircraft Rescue and Firefighting	1,022
Emergency Medicine	9,004.5
Fire Suppression	12,886.25
Hazardous Materials	7,434
Technical Rescue	898.5
Officer Development	4,906.5

Training Division

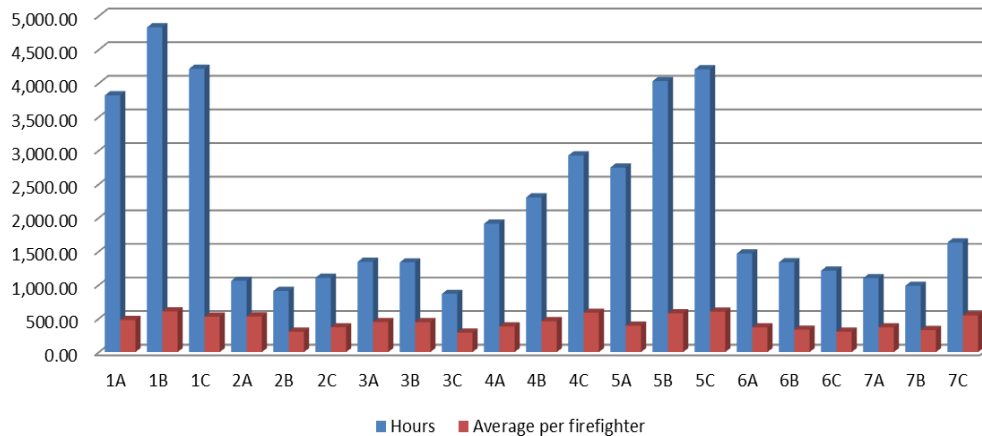
Training Hours by Category(2011-2013)



Training Hours By Years (2009-2013)




Training by Station/Shift and Average by Number of Members Assigned (2013)



Training Division

The following are a summary of activities and training delivered by the Training Division in 2013:

- Successfully partnered with the Northwest Arkansas Community College and the Northwest Arkansas Fire Chiefs Association to host and administer the Northwest Arkansas Fire Standards Academy. This program was successful in preparing 28 recruit firefighters, 9 of which were Rogers Fire Department personnel. Through this program, Rogers' probationary firefighters are prepared for assignment to a fire company through 18 weeks of intense preparation.
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- Collaborated with Columbia Southern University to host over 200 firefighters, from regional fire departments, who attended the Mid-States Fire Conference at Embassy Suite's Grand Ballroom. This event brought presenters from around the United States to Rogers to discuss modern practices in fire suppression and leadership.
 - Four personnel are in various stages of completing the National Fire Academy's Executive Fire Officer Program.
 - Five personnel attended residency courses at the National Fire Academy in Emmitsburg, MD.
 - Three personnel graduated from the Paramedic program through the Northwest Arkansas Community College.

Training Division

Numerous personnel attained various certifications accredited by the International Fire Service Accreditation Congress:

Firefighter I & III	9 additional personnel certified
Fire Service Instructor	8 additional personnel certified
Airport Firefighter	2 additional personnel certified
Structure Collapse Technician	21 additional personnel certified

Certifications accredited by the Arkansas Fire Academy:

Rapid Intervention Crew Member	87 additional personnel certified
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Additional certifications:

National Incident Management 300	23 personnel certified
Pre-hospital Trauma Life Support	85 personnel certified
Paramedic	3 personnel licensed

The annual training Plan permitted the delivery of several important training courses to the entire department. Those included:

- Hazardous Materials Technician Refresher
- Incident Safety Officer
- Emergency Response to Domestic Biological Incidents
- Engine Company Operations—"Nozzle Forward"
- Live Fire Instructor
- Introduction to Search and Rescue
- National Fire Academy—Command and Control of Incident Operations
- National Fire Academy—Health and Safety Officer
- National Fire Academy—Preparing for Initial Company Operations
- National Fire Academy—Decision Making for Initial Company Operations

Specialized training was conducted for the various groups designed to address specific low-frequency and high-risk incidents in the city. Those groups, the Aircraft Rescue and Firefighting (ARFF) Team and Special Operations Team (SOT), are specialized resources assigned to stations 3 and 5, respectively. The specialized training delivered to these groups included:

- Aircraft rescue and firefighting live burn
- Collapse Structure Disaster Course
- Operation Vigilant Guard—Joint training with the Arkansas National Guard
- Structural Collapse Technician
- Hazardous Materials—Regional exercise with NWA Metropolitan Fire Chiefs
- Technical Search Specialist
- Wide Area Search Techniques
- Disaster Medical Specialist

Training Division

The RFD remained engaged locally and nationally with representatives attending the following conferences and events:

State Radiological Exercise—Little Rock, AR (2 delegates)
Winter and Summer Missouri Fire Schools—Columbia, MO (8 delegates)
Midwest First Responder Conference—Eureka Springs, AR (2 delegates)
EMS Today—Washington, DC (2 delegates)
Fire Department Instructors Conference—Indianapolis, IN (2 delegates)
Int'l Association of Fire Chiefs Connections Meeting—Orlando, FL (2 delegates)
Center for Public Safety Excellence Conference—Las Vegas, NV (1 delegate)
Fire Rescue Medical West—Las Vegas, NV (1 delegate)
Fire Rescue International—Chicago, IL (4 delegates)
Arkansas Fire Chiefs and EMS Conferences—Hot Springs, AR (1 delegate)



Training Division



Field Operations Division



The Field Operations Division is led by Deputy Chief Bryan Hinds. It is the largest division in the department and is responsible for the delivery of all emergency services. The Field Operations Division is comprised of 102 sworn members who staff three platoons. Each platoon is led by a Battalion Chief who serves as the City Wide Tour Commander. The tour commanders are responsible for ensuring that each fire company is staffed with a

minimum of three firefighters, the rescue company is staffed with a minimum of two firefighters, and each ambulance is staffed with a firefighter and one paramedic. Additionally, the tour commander is responsible for ensuring that there are at least two members of the Airport Rescue and Firefighting Team on duty at Station 3 and five members of the Special Operations Team on duty at Station 5 on a continuous basis.

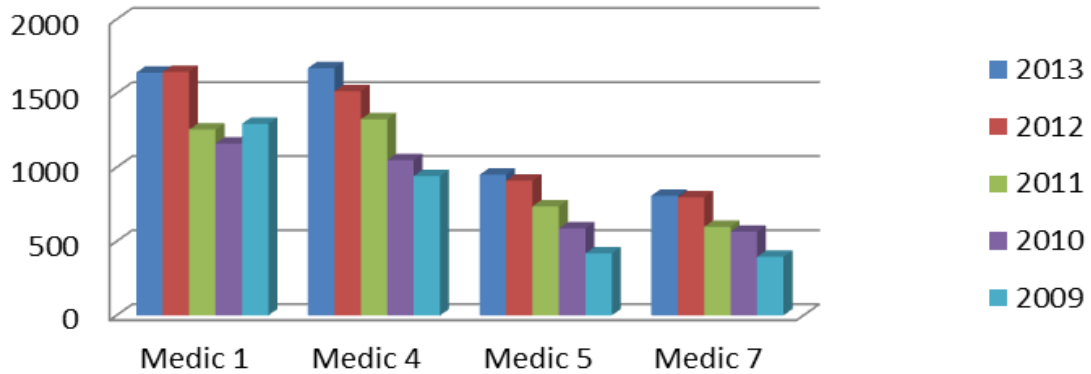
Each day the Field Operations Division staffs the following resources:

- 4 Advanced Life Support Paramedic Ambulances
- 5 Engine Companies (4 Advanced Life Support equipped)
- 2 Ladder Companies ((1 Advanced Life Support equipped)
- 1 Heavy Rescue and Hazardous Materials Unit
- 1 Airport Response Unit
- 2 Brush Fire Units
- 2 Collapse Rescue Units

Accomplishments for the Field Operations Division during 2013 include:

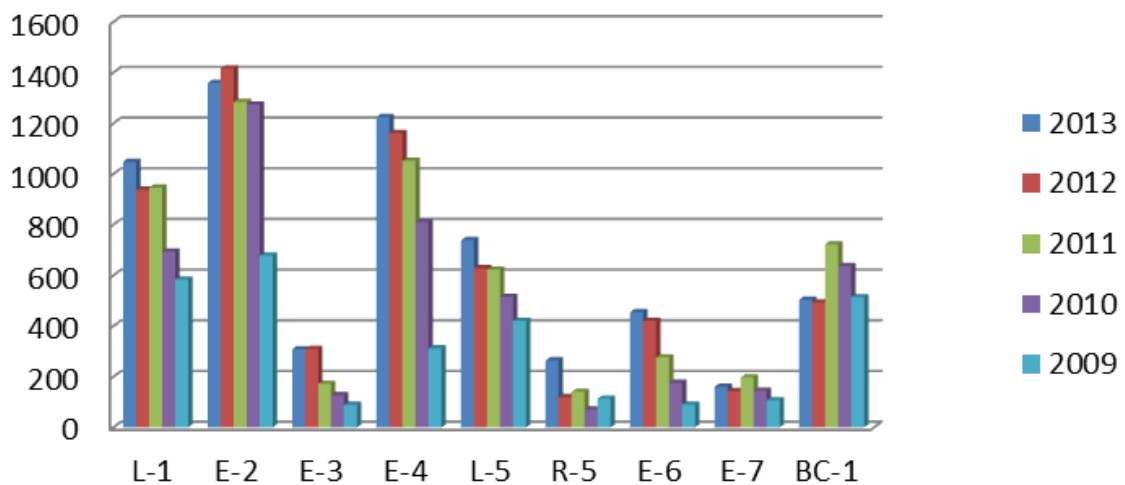
- Staffing of heavy rescue and hazardous materials unit (Rescue 5) with two Special Operations Team members on a continuous basis
- Modification of first alarm assignments to structural fires to include Rescue 5
- Establishment of an automatic aid agreement with the City of Lowell
- Acquisition of a new vehicle for the City Wide Tour Commander
- Remodel of fire station 7 to add a bedroom in preparation for the continuous staffing of both Engine 7 and Medic 7 in 2014
- Began planning and development for the rank of Fire Equipment Operator which will be implemented in the fourth quarter of 2014
- Acquisition of Incident Command vests for large-scale incidents
- Began evaluation of UL/NIST studies regarding fire behavior and fire control

RFD Paramedic Ambulance Responses (2009-2013)



In 2013, the Rogers Fire Department responded to 6,162 incidents that resulted in 11,170 responses by individual units. The busiest unit was **Paramedic Ambulance 4** with 1,671 responses. The busiest fire company was **Engine 2** with 1,359 responses. The largest percentage increase in response volume over the previous year occurred with **Ladder 5**, which saw an 18% increase in responses.

RFD Fire Company Responses (2009-2013)



Emergency Medical Services Unit



The Emergency Medical Services Unit is part of the Training Division. A fulltime Captain serves as the EMS Program manager. In addition to this Captain, the Deputy Chief of Training and EMS Advisory Committee also provide support and guidance to the EMS program. This unit is responsible for quality assurance, protocol development, treatment surveillance, ambulance billing, narcotics

and EMS supply inventory, equipment acquisition, emergency medical dispatch, and durable medical equipment maintenance. In 2013 RFD treated 4,549 patients, up 4% from the 2012 total of 4,344.

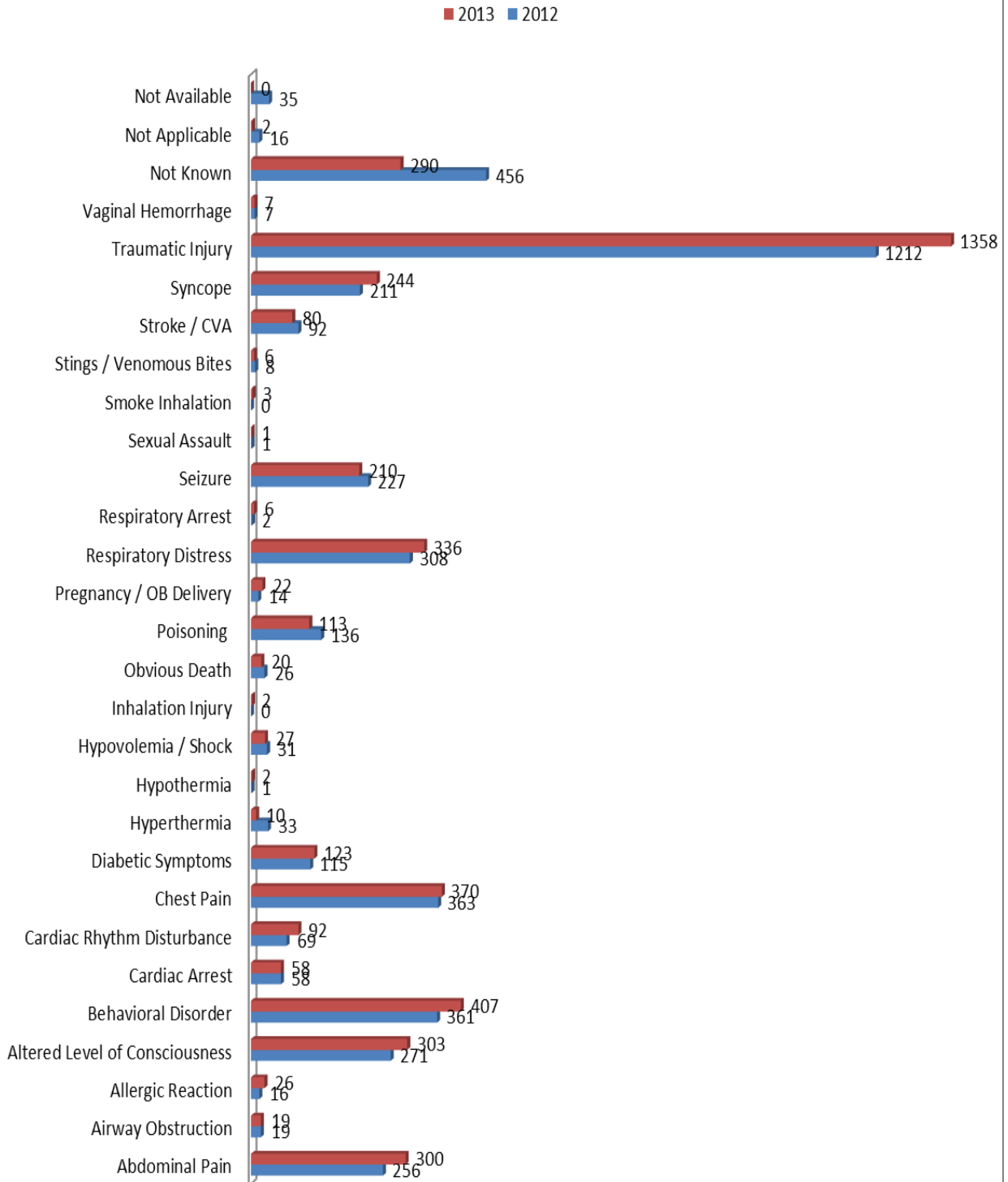
Captain Bill Huntington serves as the manager of the EMS unit, an assignment he has been doing since late 2011. The unit places special emphasis on performance measurement through published templates for cardiac arrest (Utstein) and chest pain/cardiac rhythm disturbances. In addition, the unit works closely with Mercy Medical Center and Northwest Medical Center (Bentonville) on trauma-related incidents.

Accomplishments for 2013 include:

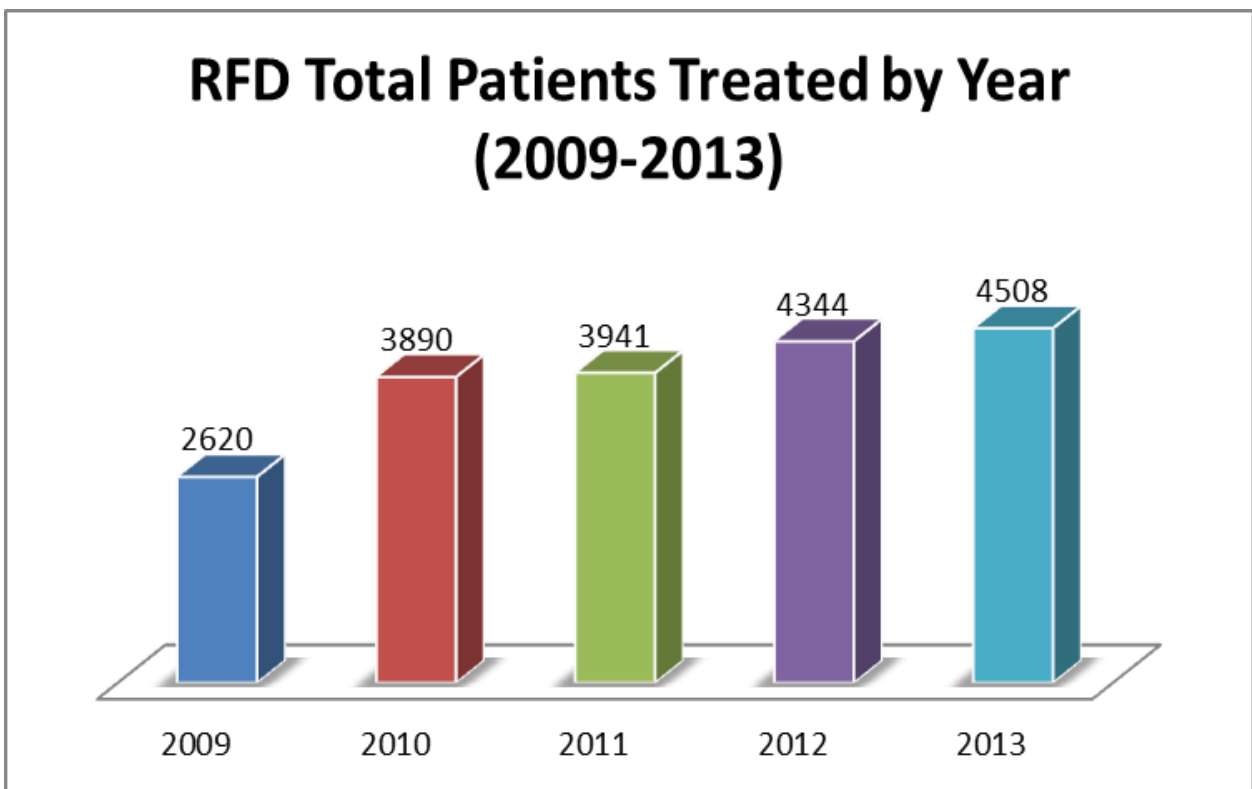
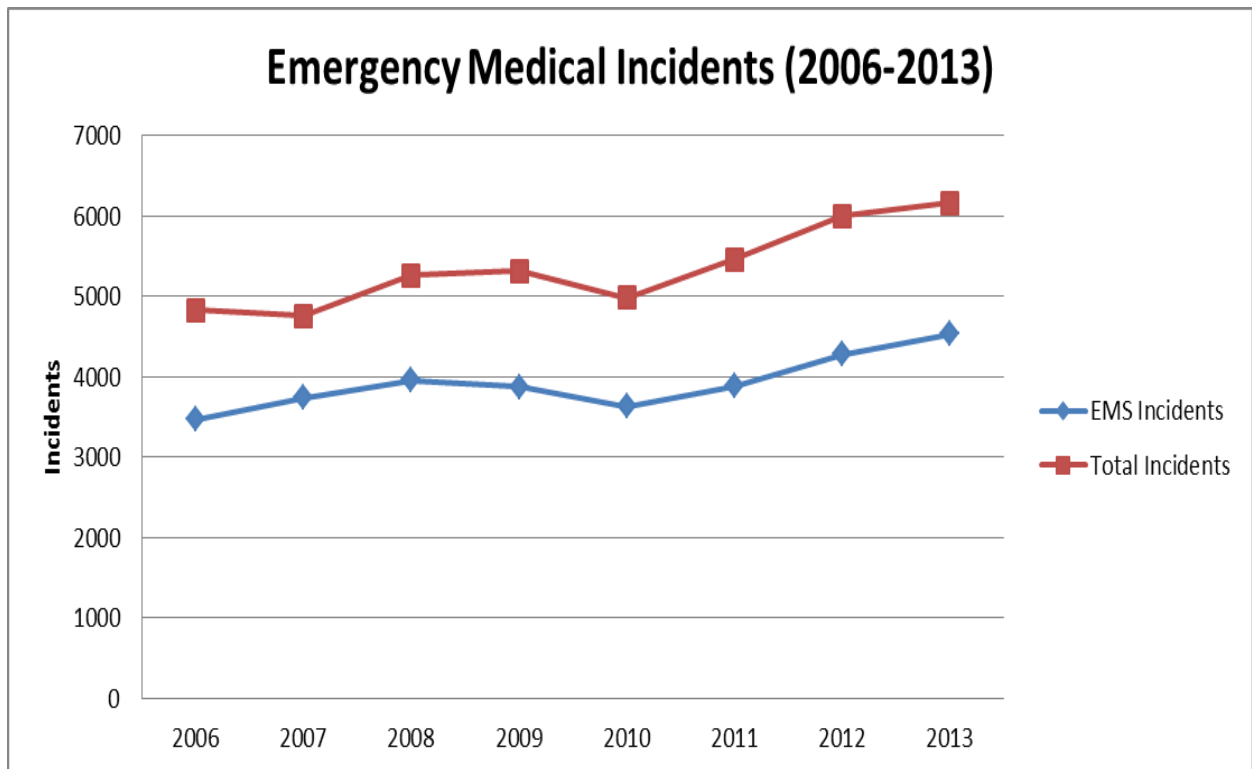
- Defibrillators placed at the Training Center in a wall-mounted storage case
- Successful management and delivery of a community wide CPR event in May
- Establishment of a quality improvement process in conjunction with Mercy Medical Center
- Acquisition of a second Zoll X-series monitor to continued incremental replacement of cardiac equipment
- Participation in the EMS subcommittee of the Arkansas Trauma Regional Advisory Council
- Chief Jenkins appointed to serve on the Governor's Trauma Advisory Council
- Added four (4) more paramedics to the department
- Upgraded Ladder 1 to advanced life support capability
- Purchased an additional Zoll Autopulse for the reserve ambulances
- Added eleven (11) video laryngoscopes to all ALS resources

Emergency Medical Services Unit

Provider Impression by Patient (2012-2013)

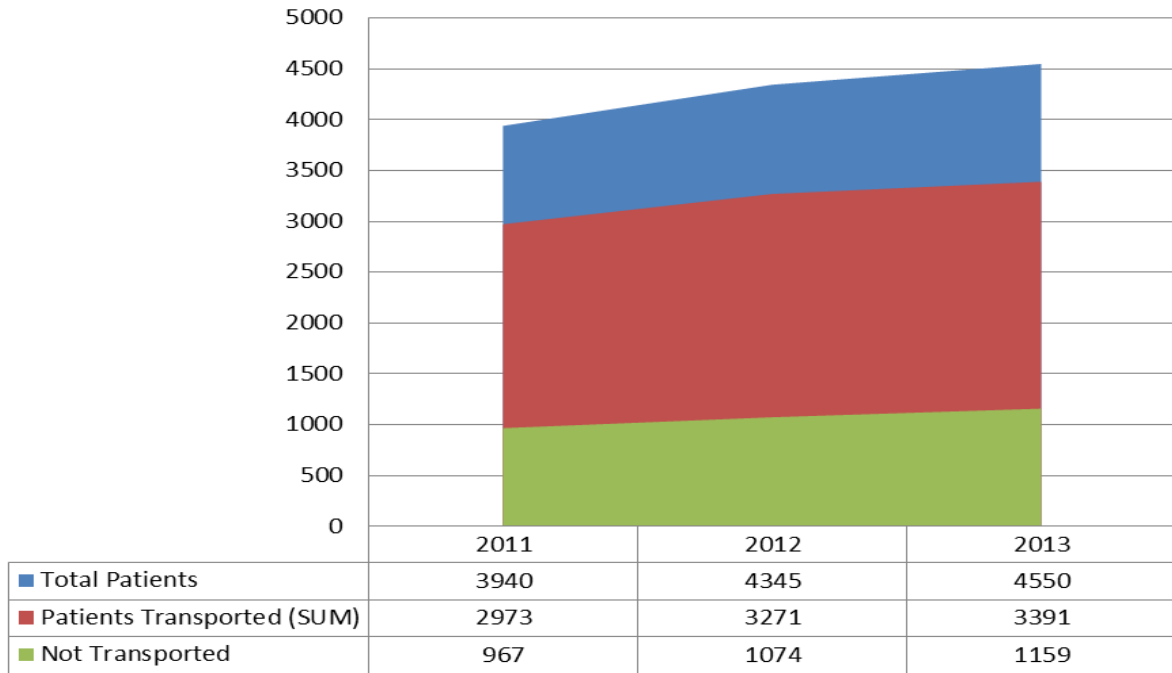


Emergency Medical Services Unit

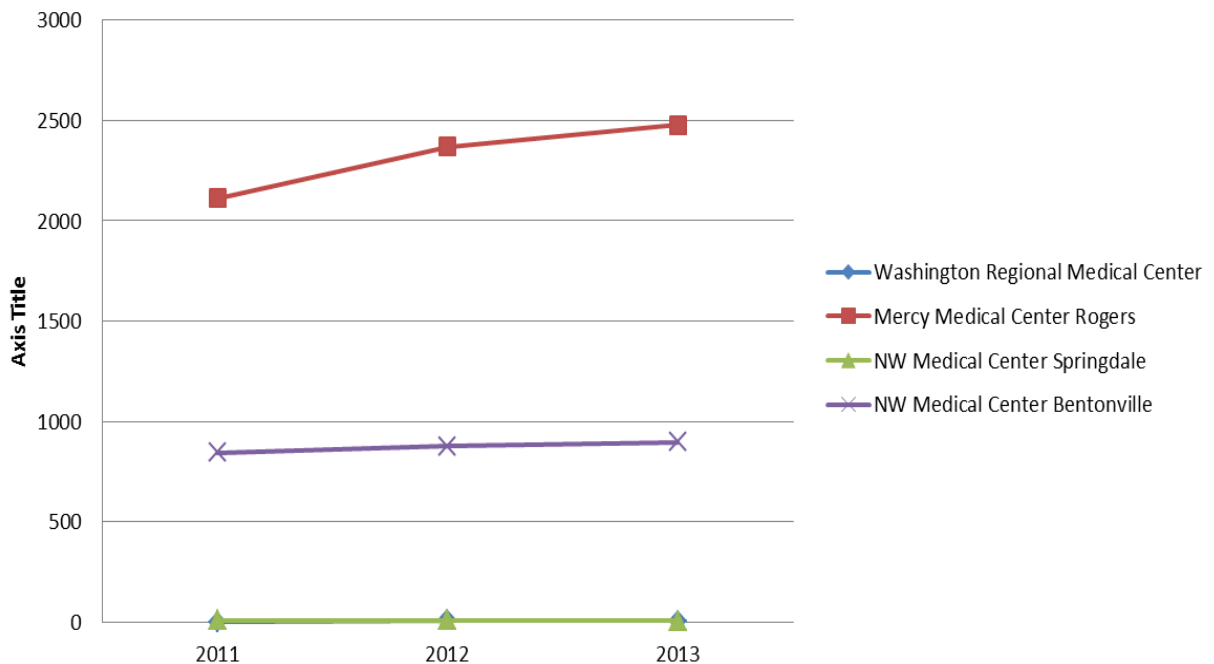


Emergency Medical Services Unit

Patient Transport Disposition (2013-2011)



Patients Transported by Destination (NWA Only, 2011-2013)



Fire Prevention Division



The Risk Reduction Division is responsible for activities that prevent and mitigate emergencies. This division is led by Battalion Chief Travis Hollis. Chief Hollis supervises two Captains who are co-located at City Hall with civilian building inspectors and the city's planning department. The work of this division occurs behind the scenes and outside the visibility of the Field Operations Division. However, the division is most recognizable by the business owners and school children of the community.

The functions of this division include reviewing plans for new buildings, inspecting existing occupancies for fire code compliance, educating the public, investigating fires, and data analysis. Due to the complexity of the RFD's accreditation processes, this division also supervises the various electronic performance measurement systems. Plan review is performed on all construction projects in the city to ensure the requirements of the Arkansas Fire Prevention Code are met. The division endeavors to identify and correct problems early so that they can be corrected with as little expense as possible to the owner or developer. In 2013, the Risk Reduction Division saw a 184% increase in plan reviews completed. This is a projected trend as the City of Rogers is rapidly becoming not only the retail destination for Northwest Arkansas, but also an entertainment center.

Fire inspections are performed annually on every moderate and high risk commercial occupancy within the city limits. Fire companies for the Field Operations Division support this effort by inspecting low hazard business occupancies. Inspections are designed to identify and correct hazardous conditions before they create an emergency. This effort greatly contributes to the city's very low incidence of fire.

Public education is a primary focus of this division. Through a collaborative effort with the Rogers Public School System over 8,050 elementary students were reached during Fire Prevention Month. Firefighters from the Field Operations Division assist with this effort, while the classroom education is handled by members of the Risk Reduction Division. In 2013, the city saw the number of civilian injuries from fires drop from eight to three. Although 2013 saw a decrease in injuries, reducing the civilian injury rate to zero is a priority for 2014. The division also devotes numerous resources towards ensuring all residences have working smoke detectors. In 2013, 190 detectors were installed in 57 homes.

Fire Prevention Division

Plan Reviews

39 Sprinkler Plan Reviews

50 Fire Alarm Plan Reviews

44 Large Scale Plan Reviews

Inspections

1558 Inspections

26 Notices of Violation

0 Citations Issued

Public Education

8,050 Elementary Students during Fire Prevention Month

6,279 Children during other Venues

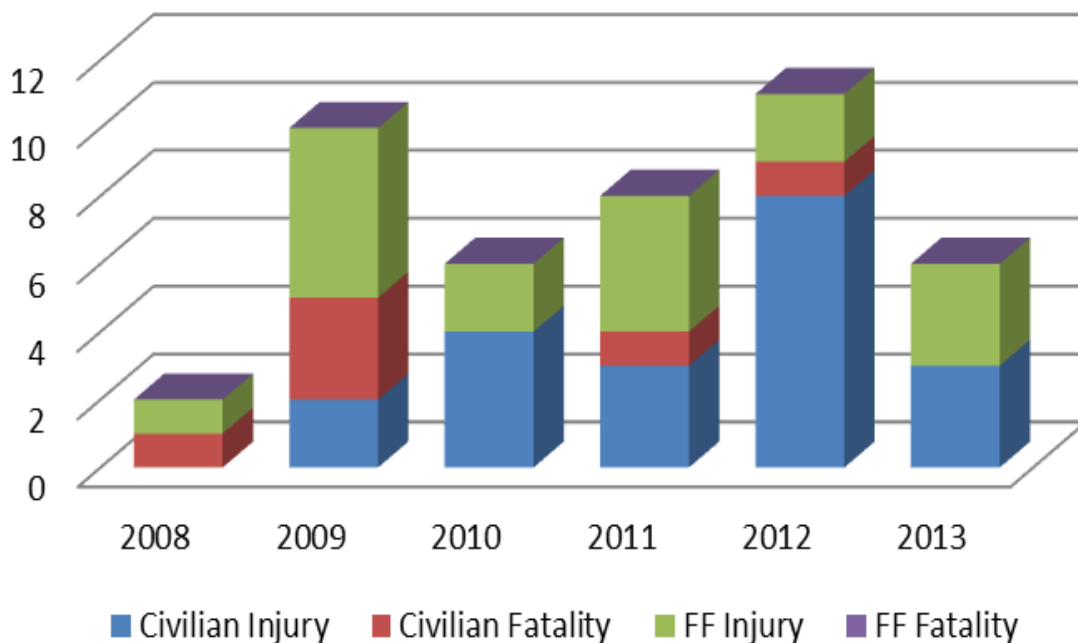
2,196 Adults

Fire Investigation

6 Fires Investigated

0 Classified as Incendiary

Fire Casualties by Type (2008-2013)



Rogers Communication Division



The Rogers Communications Division (RCD) is a shared resource of the fire and police departments. This 21-person division is managed by a Dispatch Coordinator who reports directly to the Captain of Support Services in the police department. In addition, three shift supervisors and a training manager ensure the division is properly supported. The division is staffed utilizing three, eight-hour shifts. The Fire Chief acts as a liaison to the division and maintains staff

authority over fire and ambulance operations in the 911 center. RCD hosts the latest in technology and was recognized as a contributing factor in both the fire and police department's accreditation processes. Efforts to establish a formal quality improvement process and formalize training processes were completed in 2013.

Communications Coordinator Vicki Atchley was hired in 2013 to continue efforts to improve and expand the professionalism of the 911 center. In the coming year efforts to achieve NAEMD accreditation will be started. The fire department continues to provide no fewer than three dispatcher training sessions each year.

Accomplishments for 2013 include:

- Completed three dispatcher training courses
- Added Computer Aided Dispatch status screens at Stations 5 and 6
- Updated zones to include automatic dispatch and alerting of the Lowell Fire Department in cooperation with the new automatic aid agreement
- Programmed multi-alarm companies and departments into the Computer Aided Dispatch System, expediting greater-alarm level incidents
- Added four portable AWINS radios to Collapse Rescue 1 & 2, Rescue 5, and Station 1
- Updated Locution to include announcement of channel assignments

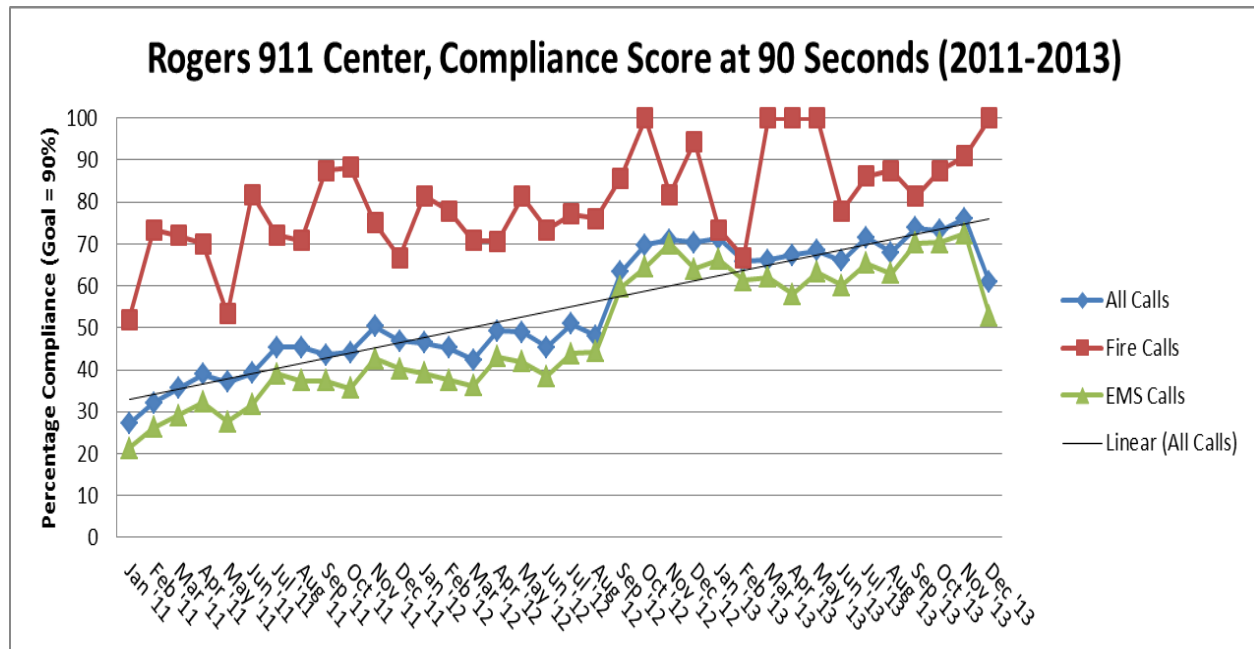
Quality Improvement Reviews of EMS 911 Calls (% of Total EMS Calls)

2012: 80 Cases (2%)
2013: 248 Cases (5.5%)

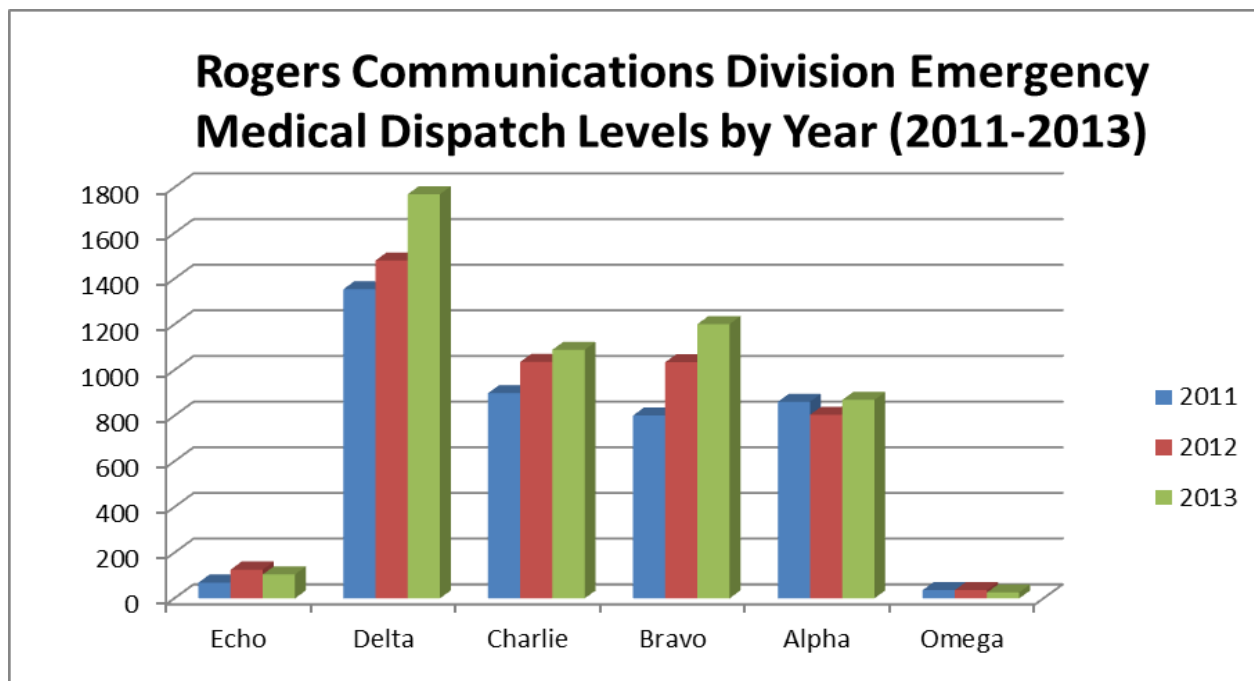
Low Priority EMS Calls Handled by Transfer Ambulances (Non-RFD)

2012: 150 Calls
2013: 121 Calls

Rogers Communications Division



Since 2010, the Rogers Communications Division has utilized Emergency Medical Dispatch Protocols from the National Academy of Emergency Dispatch to aid in the classification and analytical review of EMS calls. The calls range from “Echo”, meaning the highest of priority, to “Omega” which is the lowest priority. The chart below shows the breakdown of emergency medical calls by priority and year.



Physical Resources Unit



The Physical Resources Unit continued to be one of the most essential and productive elements of the department in 2013. The unit consists of a fulltime Physical Resources Technician, an Administrative Assistant, and a Physical Resources Committee who serve to assist with monthly preventative maintenance of vehicles and small equipment. Significant accomplishments for 2013 include:

- Installed turnout time countdown clocks and “Safe Place” signs in all facilities
 - Changed out lighting in the bay of Station 1, museum, and training classrooms
 - Completed major pump repairs to Engine 3
 - Rebuilt the bumper turret on ARFF Unit 3
- Remodeled the bathrooms and kitchen of Station 4
 - Assisted with the remodel of Station 7 to accommodate additional personnel in 2014

Physical Resources Unit Statistics

2011 Request for Maintenance: 559
2012 Requests for Maintenance: 562
2013 Requests for Maintenance: 423

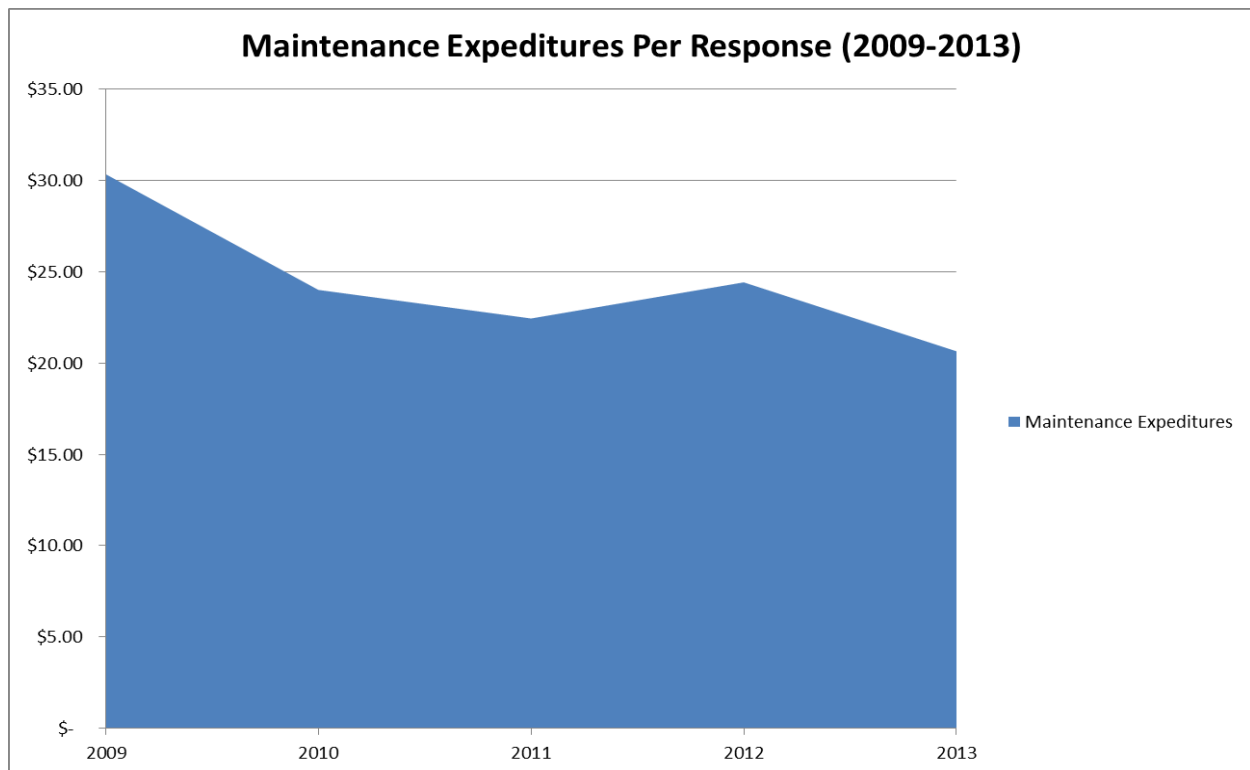
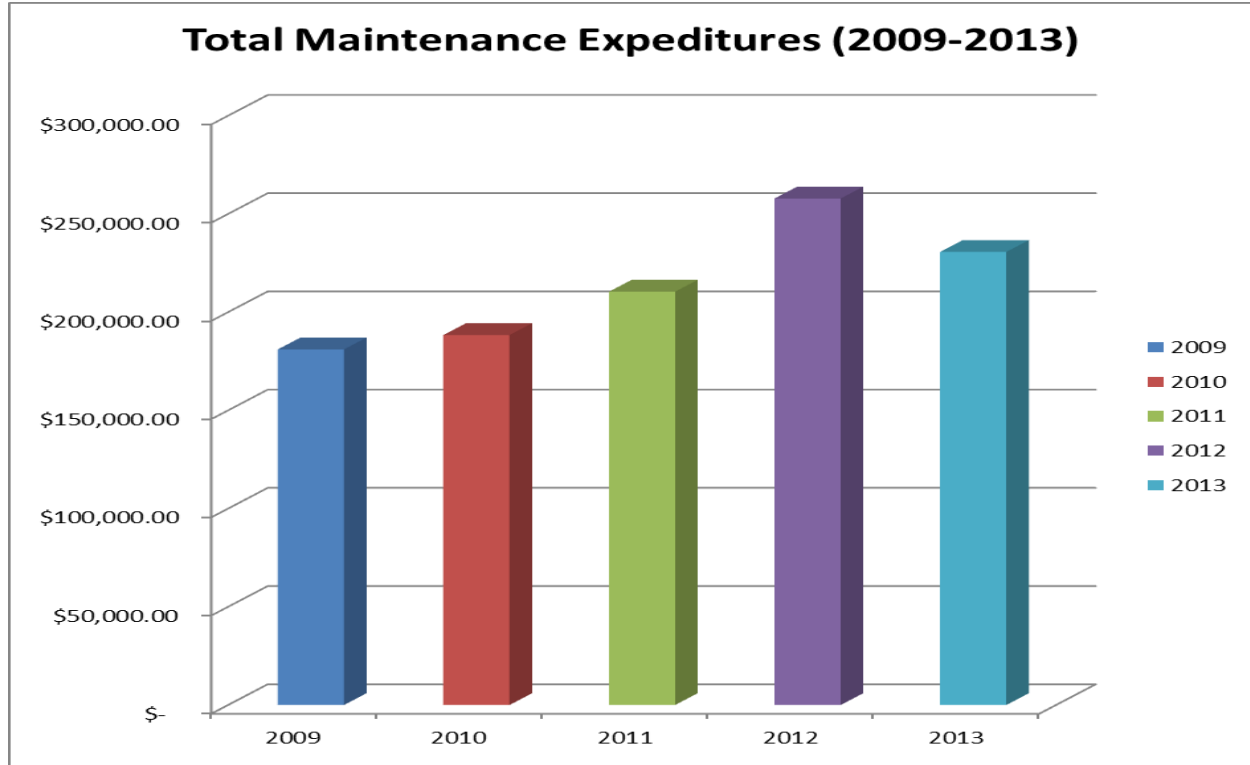
The mean waiting time for repair completion was 12 days during the first half of 2013. This was decreased to seven days in the second half of the year through improved management and prioritization of requests.

Maintenance Requests by Facility

Station 1—105
Station 2—46
Station 3—39
Station 4—52
Station 5—79
Station 6—39
Station 7—47
Training —16



Physical Resources Unit

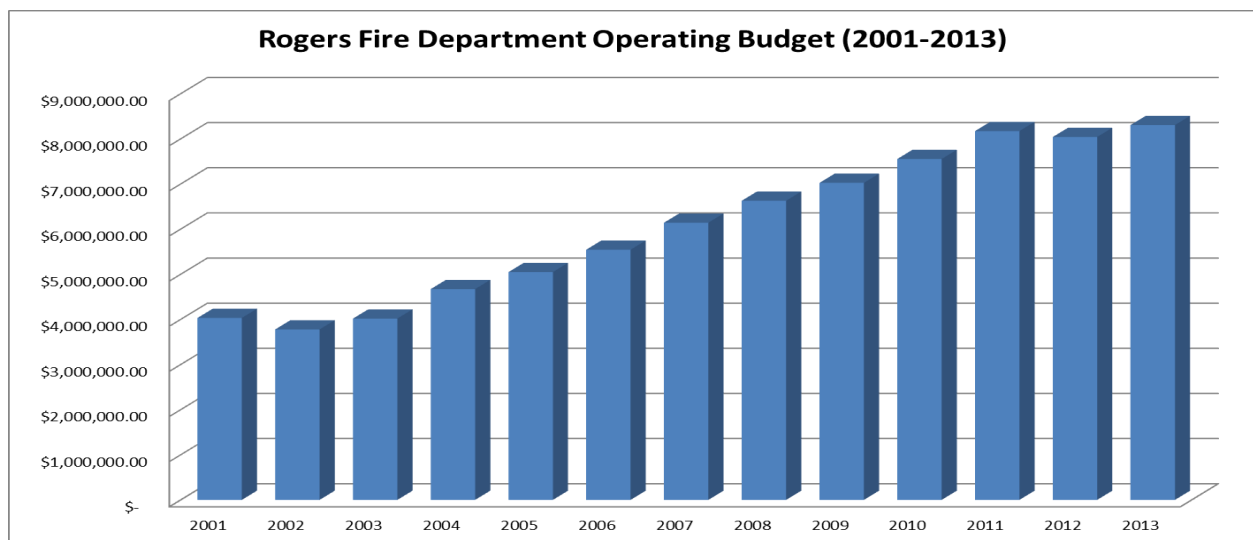


Budget

The Rogers Fire Department is a fiscally responsible and conservative organization. The fiscal year 2013 budget for the fire department represented 27% of the total city budget. The human resources budget for the department increased by 3% and the operating budget increased by 2.8% when compared to 2012. The budget for the department is divided into three main categories: human resources, operations, and capital expenditures. Amendments to the budget are processed throughout the year as grants, additional priorities, or unforeseen circumstances occur. The department aggressively pursues alternative funding streams, including grants, to supplement the budget and improve service to the citizens of the city. The amended budget for the department was \$8,496,873 in 2013.

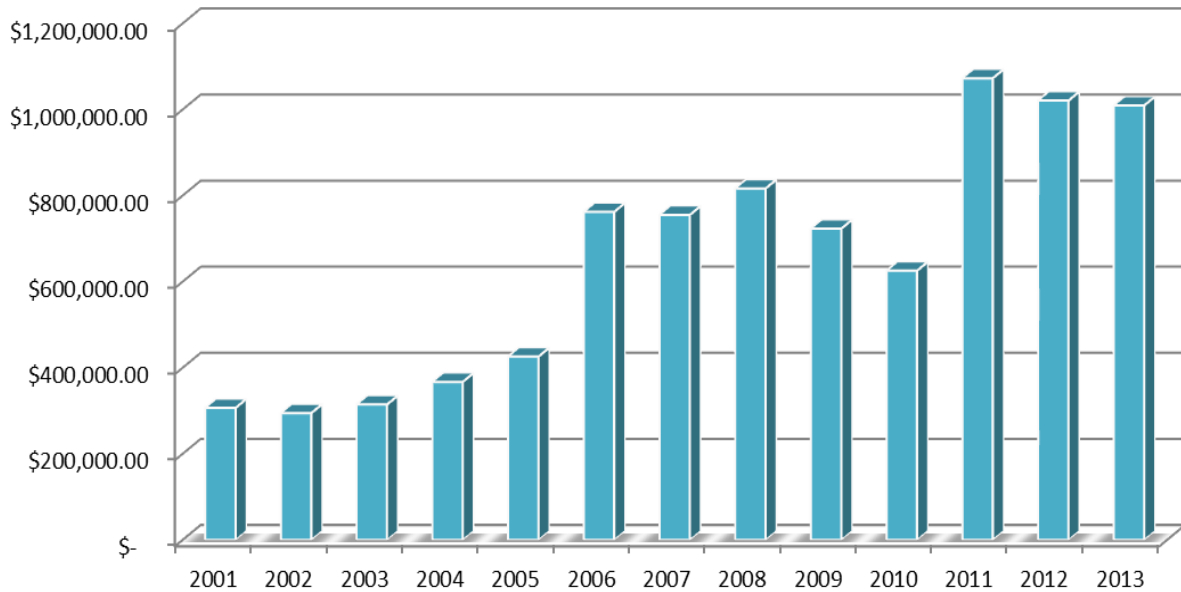
The established budgetary goals and objectives for the Rogers Fire Department in 2013 were:

1. Begin the design, engineering, and construction of Fire Station 2
2. Improve the preventative maintenance program within the Physical Resources Unit
3. Complete the remodel of Fire Station 7 to accommodate additional firefighters
4. Acquire a hazardous materials mass decontamination tent for the Special Operations Team
5. Implement an automatic aid response program with the Lowell Fire Department
6. Complete the construction of the structural collapse “rubble pile” at the training center
7. Establish Truck 1 as an advanced life support fire company
8. Purchase Zoll Autopulse for backup

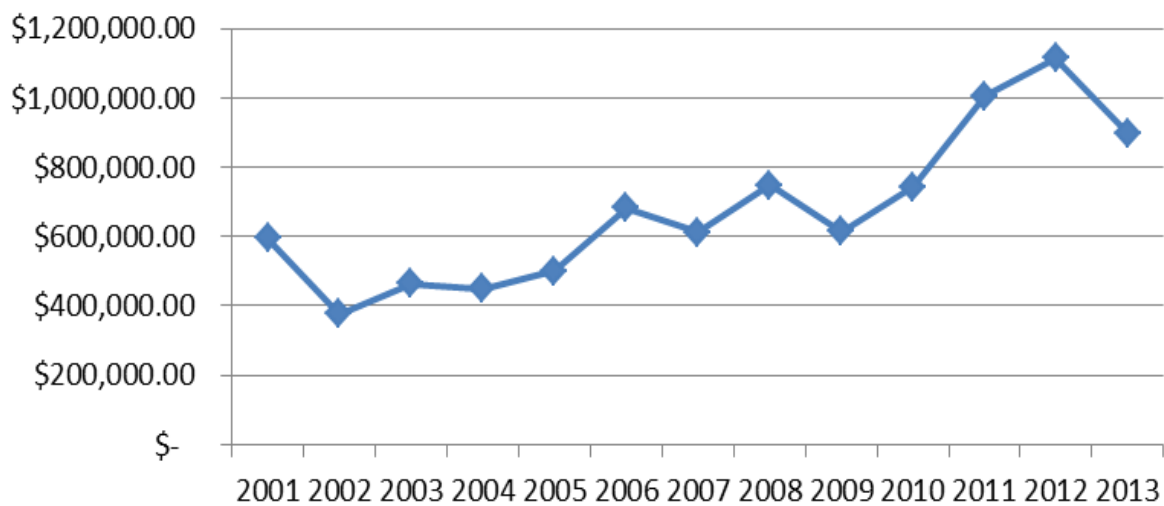


Budget

Ambulance Revenue (2001-2013)

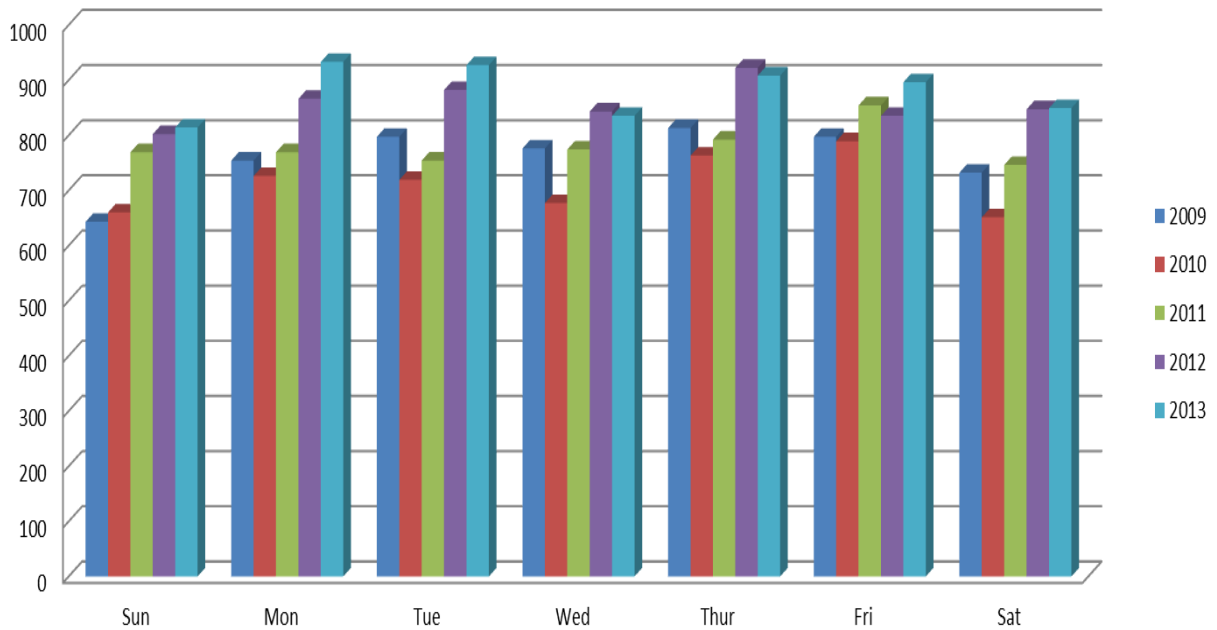


Annual Operations Budget Without Human Resources Costs (2001-2013)

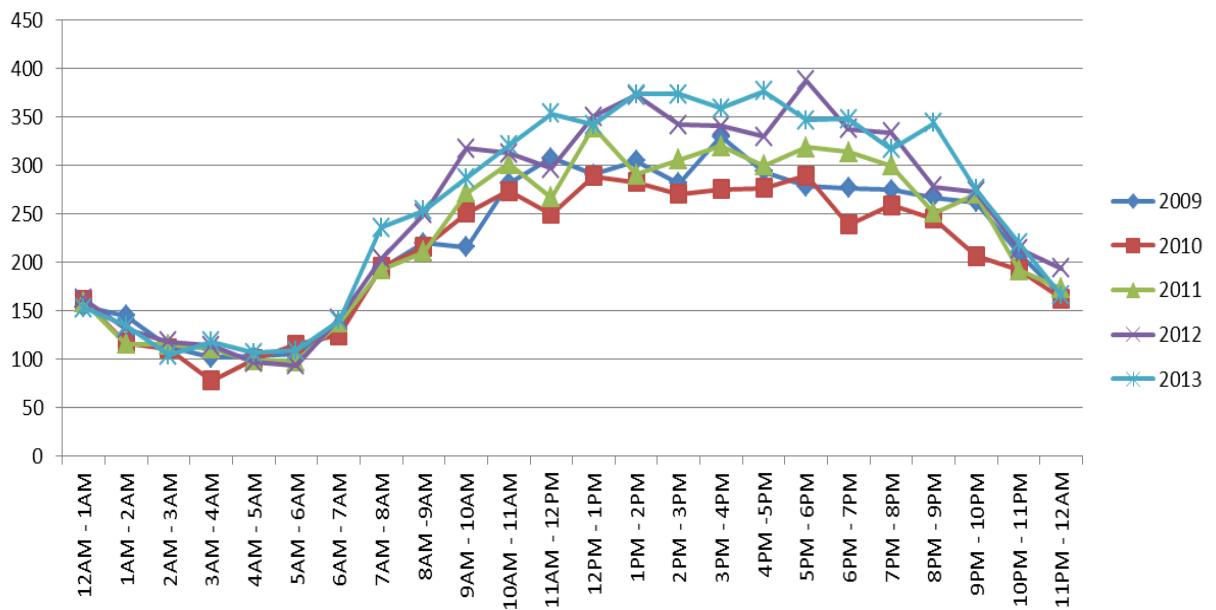


Statistical Summary

Rogers Fire Department Incidents by Day of Week (2009-2013)

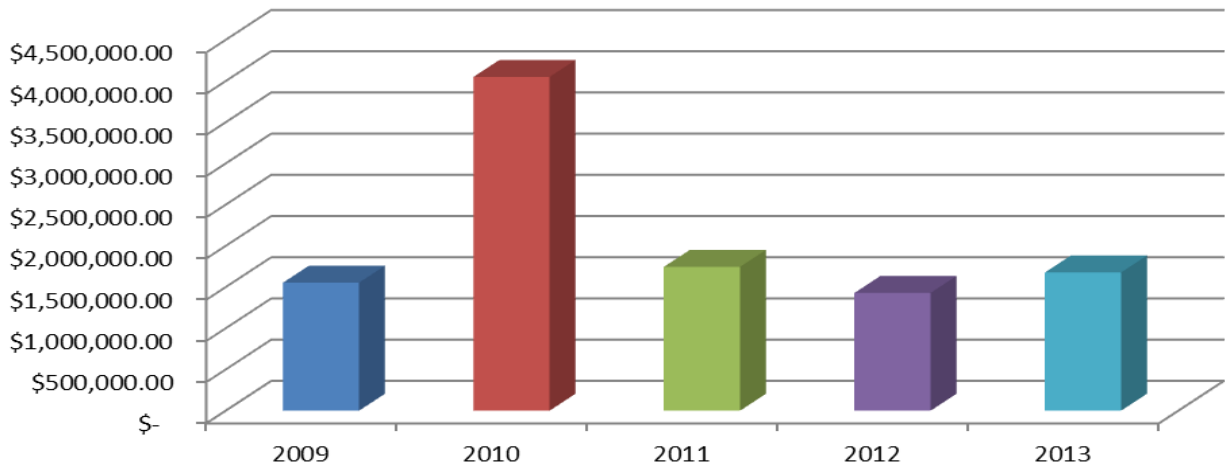


Incidents by Hour (2009-2011)

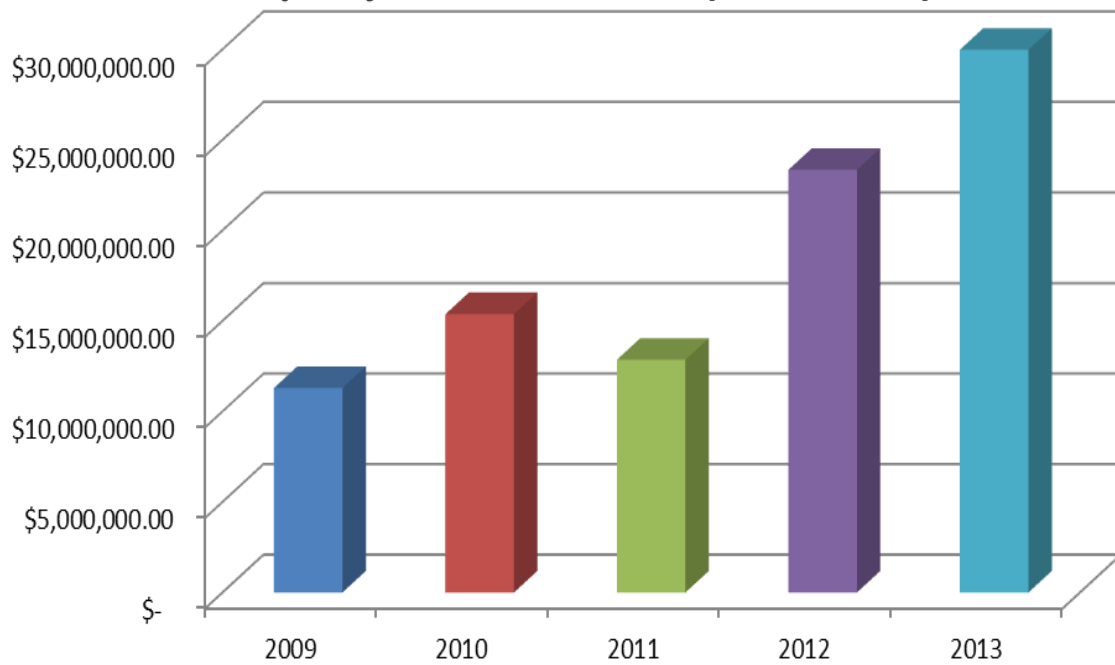


Statistical Summary

Property Lost Due to Fire (2009-2013)

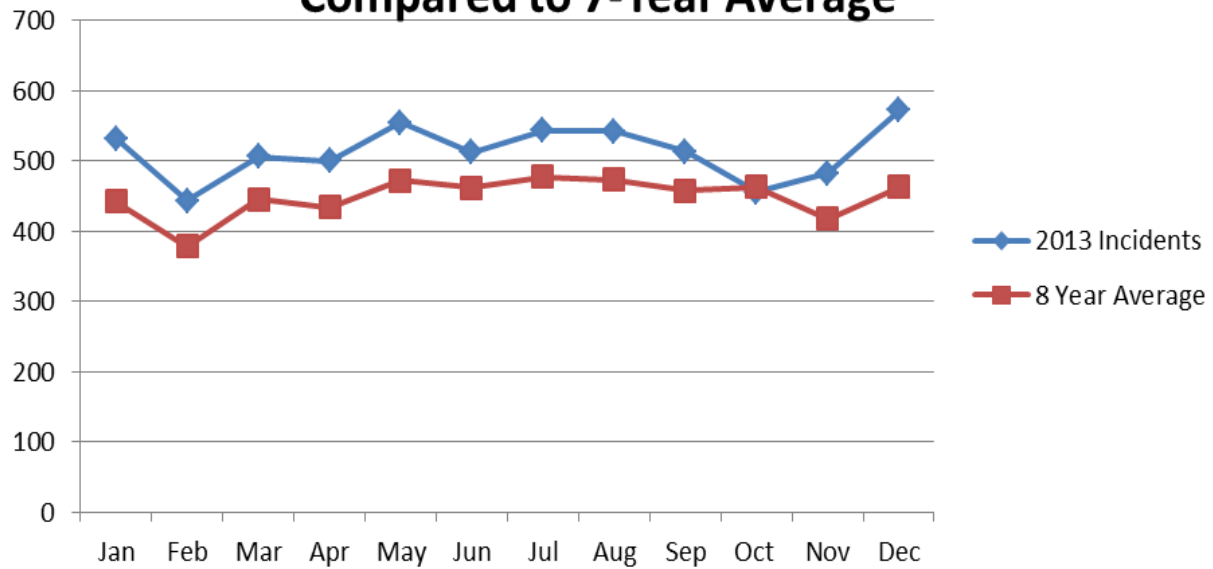


Property Saved from Fire (2009-2013)

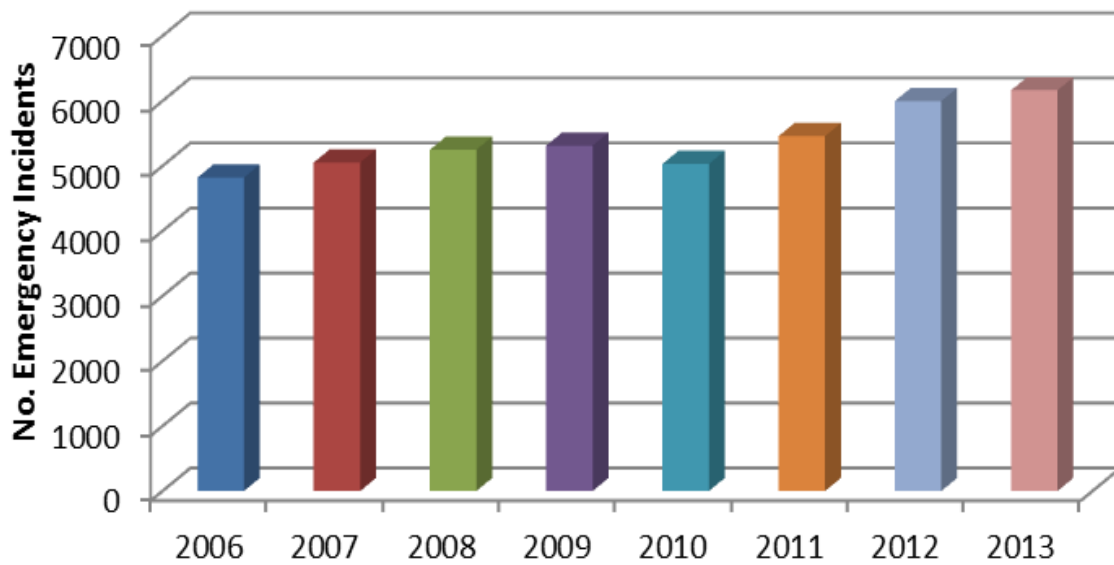


Statistical Summary

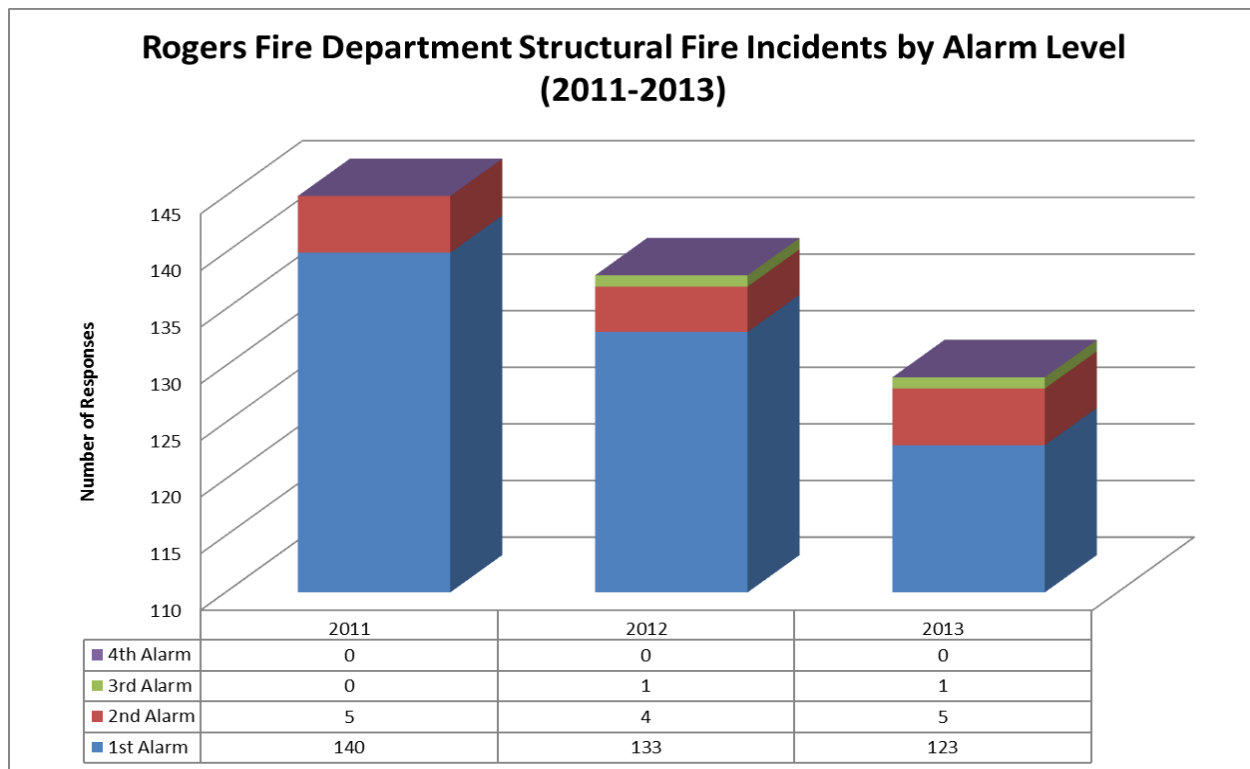
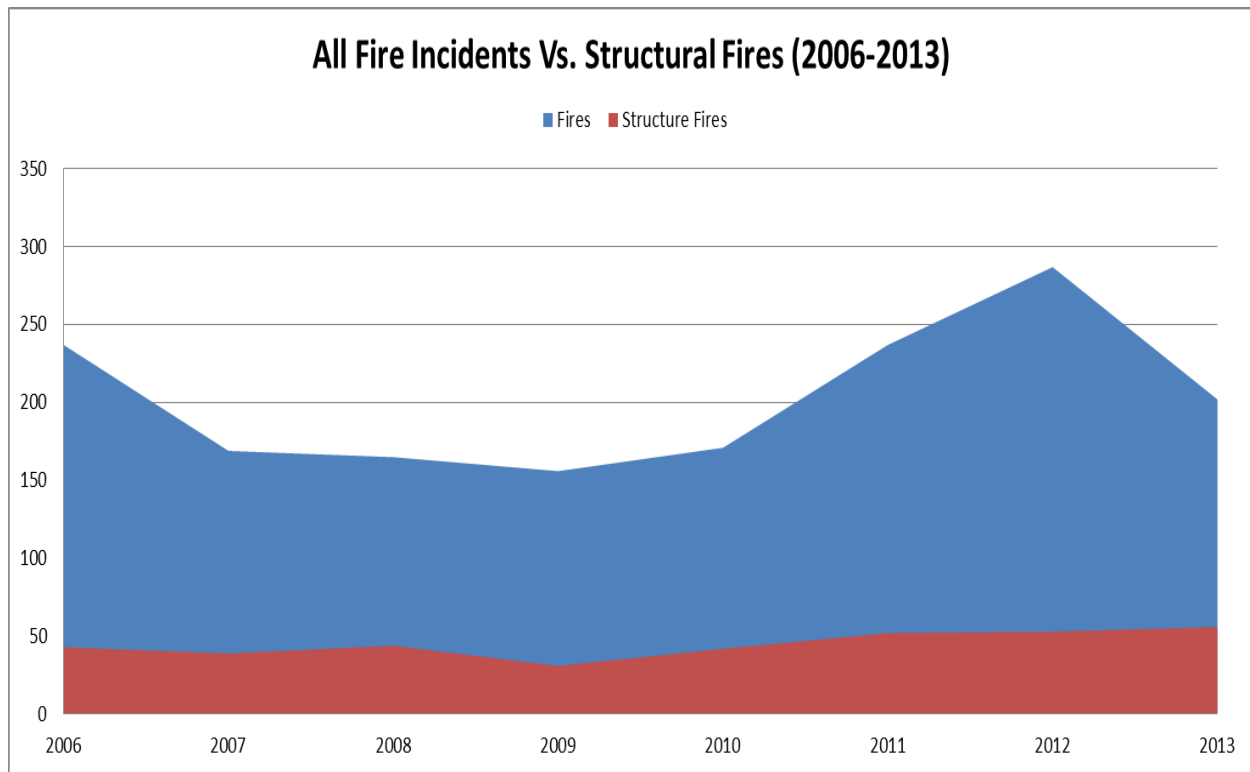
2013 Emergency Incidents By Month Compared to 7-Year Average



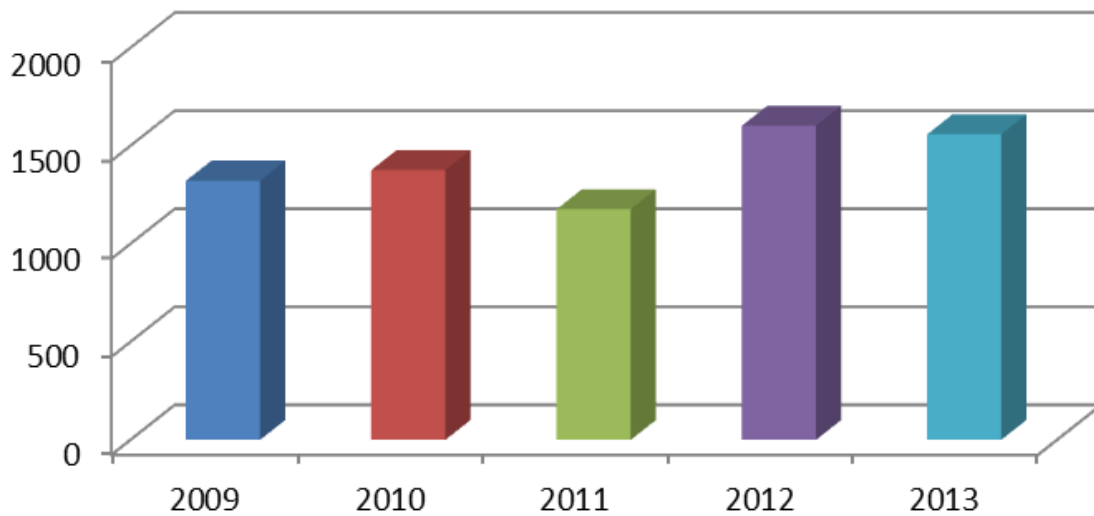
Emergency Incidents By Year (2006-2013)



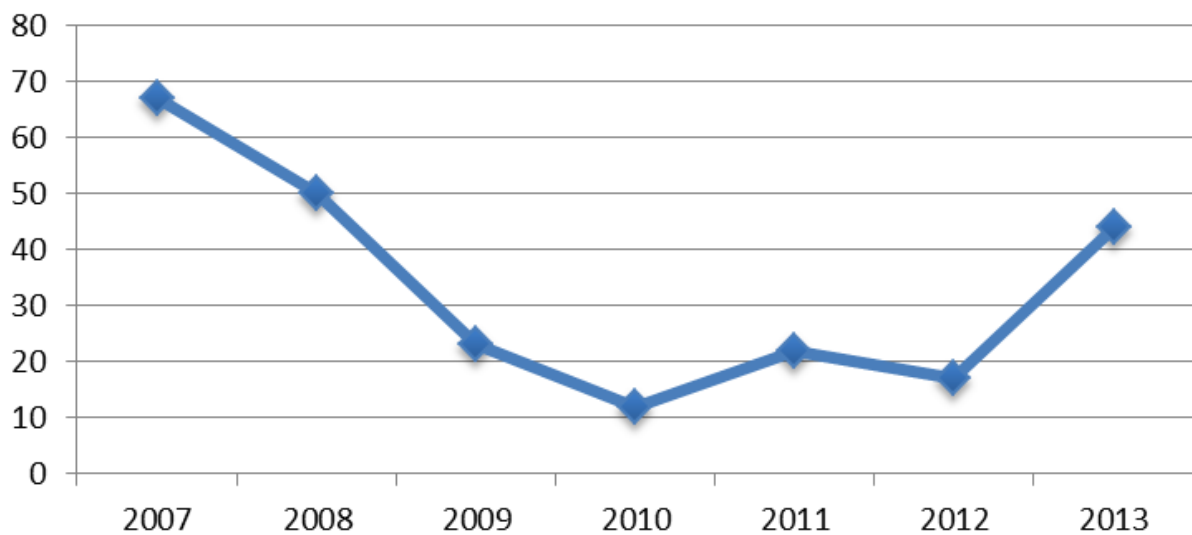
Statistical Summary



Risk Reduction Division Inspections by Year (2009-2013)



Risk Reduction Division Large-Scale Plan Review by Year (2007-2013)



Statistical Summary

Incident Type	2006	2007	2008	2009	2010	2011	2012	2013
Structure Fires	60	63	63	47	51	82	92	90
Fire, Other	177	106	102	109	120	155	195	112
Medicals	2957	3280	3553	3466	3238	3423	3801	4015
Vehicle Accidents	486	426	361	386	338	438	461	474
Rescue, Other	27	35	42	24	55	23	21	41
Hazardous Materials	100	65	53	73	67	68	84	87
Hazardous Conditions	39	37	70	125	43	67	60	62
Service Calls	610	363	543	286	302	325	393	315
Good Intent	102	91	146	389	317	299	392	448
False Alarms	246	282	302	386	447	569	484	503
Other	24	11	29	21	6	9	14	12
Total	4828	4759	5264	5312	5030	5458	5997	6162

Quick facts about emergency responses in 2013:

- 41% of calls occurred at one and two-family residences.
- The single busiest day of the year was May 20th during a thunderstorm that resulted in 34 emergency incidents.
 - The average age of patients treated by ambulances was 53.
- The busiest map zone was 4014, which saw 411 emergency incidents.
- Emergency medical incidents (including traffic accidents) rose 6% in 2013, compared to an overall increase in call volume of 3%.
- Paramedic ambulance 4, the city's busiest ambulance, saw a 10% increase in emergency calls.
- Ladder 5 experienced an 18% increase in calls—the largest of any fire company in 2013.

Response Performance Measurement

Both the Commission on Public Safety Excellence and Commission on Accreditation of Ambulance Services require response performance measurement. Since 2009, the department has invested significant time, energy, and financial resources into ensuring its response times are properly recorded and analyzed. The department strives to comply with the National Fire Protection Association Standard 1710, *Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Career Fire Departments*. Through its Standard of Cover (SOC) document the department has developed the following benchmark goals for its response performance:

1. Dispatch Time—This time segment is defined as the time between when the call is received at the Rogers 911 center and the time units are dispatched by the New World Computer Aided Dispatch System. (CADS) The time segments to calculate this metric are both found in the CADS and are automatically imported into the department's record management system. The benchmark for this response time segment is ninety (90) seconds, ninety (90) percent of the time.
2. Turnout Time—This time segment is defined as the time between when a unit/company is dispatch in CADS and the time they signal they are responding using their mobile data computer or radio. The time segments to calculate this metric are both found in the CADS and imported into the department's record management system. The responding signal is controlled by firefighters using their mobile data computers. The benchmark for this response time segment is sixty (60) seconds, ninety (90) percent of the time.
3. Travel Time, 1st Arriving Company—This time segment is defined as the time between the first arriving unit signaling they are responding and when they signal that they have arrived at the incident scene. Both of the time segments used to calculate this time are recorded in CADS and signaled by firefighters using their mobile data computers. The benchmark for this response time segment is four (4) minutes, ninety (90) percent of the time.
4. Travel Time, Effective Response Force—The Effective Response Force, or ERF, varies depending on the incident type. For a first-alarm fire, the ERF includes three engine companies, one ladder company, one rescue company, a paramedic ambulance and the Battalion Chief. The time segment for measuring ERF arrival includes the time of first unit responding to the time of the last unit's arrival. These time metrics are recorded in CADS automatically by dispatchers or by firefighters using their mobile computers. The benchmark for this response time segment is eight (8) minutes, ninety (90) percent of the time.

Response Performance Measurement

The following table lists the Effective Response Force (ERF) for the various call types in the Computer Aided Dispatch System (CADS). The table only includes responses that involve multiple units since singular responses don't have a different first arrival and ERF arrival times.

ARFF = Aircraft Firefighting Unit
BC = Battalion Chief
ENG = Engine Company
LAD = Ladder Company
MED = Paramedic Ambulance
RES = Rescue Company

Aircraft Emergency, XNA—2 MED, 1 ENG, 1 RES, 1 BC
Aircraft Emergency—1 ARFF, 1 MED, 1 ENG, 1 LAD, 1 RES, 1 BC
Building Fire—3 ENG, 1 LAD, 1 RES, 1 MED, 1 BC
Building Fire (High Rise) - 3 ENG, 2 LAD, 1 RES, 1 MED, 1 BC
Business Alarm (Target Hazard) - 2 ENG or LAD, 1 BC
CO with Symptoms—1 ENG, 1 RES, 1 MED, 1 BC
Elevator Rescue—1 ENG or LAD, 1 RES
Haz-Mat Emergency—2 ENG, 2 LAD, 1 RES, 1 MED, 1 BC
House Fire—3 ENG, 1 LAD, 1 RES, 1 MED, 1 BC
Medical Emergency, Priority 1—1 ENG or LAD, 1 MED
Motor Vehicle Accident—1 ENG or LAD, 1 MED
Motor Vehicle Accident with Extrication—1 ENG, 1 LAD, 1 RES, 1 MED, 1 BC
Technical Rescue—2 ENG, 2 LAD, 1 RES, 1 MED, 1 BC
Water Rescue—2 ENG, 2 LAD, 1 RES, 1 MED, 1 BC

The department has completed many projects to improve dispatch and turnout times. In 2013 those efforts included:

- Added CADS status monitors to Station 5 and 6.
- Added turnout time “count down” clocks to stations 3 and 4.
- Improvement in performance and reliability of mobile data computers.

Computer Aided Dispatch System Facts:

Standard Response Plans—3,601
Specialized Response Plan Locations (Target Hazards, Interstate Exits) - 142
Streets—8,082
Map Zones and Districts—140
Business Names and Common Locations—897

Accreditation Statistics

Structure Fires - 90th Percentile Times		2013	2012	2011	2010	2009
Baseline Performance						
Alarm Han-	Pick-Up to Dispatch	0:50	1:19	1:48	1:40	2:55
Turnout Time	Turnout Time 1st Unit	1:06	1:09	1:28	1:55	1:26
Travel Time	Travel Time 1st Unit Distribution	4:27	5:55	5:03	5:16	6:02
	Travel Time ERF Concentration	8:51	9:45	10:38	13:53	12:04
Total Re- sponse Time	Total Response Time 1st Unit on Scene Distribution	5:44	6:36	7:31	8:30	7:14
	Total Response Time ERF Concentration	9:14	8:16	11:38	16:11	12:04

Technical Rescue- 90th Percentile Times		2013	2012	2011	2010	2009
Baseline Performance						
Alarm Han- dling	Pick-Up to Dispatch	0:59	2:54	3:10	3:38	2:16
Turnout Time	Turnout Time 1st Unit	0:49	0:23	1:15	2:11	2:26
Travel Time	Travel Time 1st Unit Distribution	6:36	4:05	4:33	4:17	7:28
	Travel Time ERF Concentration	7:49	7:10	11:11	No Data	4:56
Total Re- sponse Time	Total Response Time 1st Unit on Scene Distribution	8:40	5:30	8:46	13:00	9:40
	Total Response Time ERF Concentration	9:09	9:48	13:12	No Data	7:23

Accreditation Statistics

Hazardous Materials- 90th Percentile Times		2013	2012	2011	2010	2009
Baseline Performance						
Alarm Handling	Pick-Up to Dispatch	1:54	2:12	1:58	2:28	3:27
Turnout Time	Turnout Time 1st Unit	1:10	1:10	1:26	1:44	2:00
Travel Time	Travel Time 1st Unit Distribution	7:19	5:35	6:36	6:27	6:29
	Travel Time ERF Concentration	7:23	7:14	5:19	6:14	7:29
Total Response Time	Total Response Time 1st Unit on Scene Distribution	9:35	8:43	8:00	10:25	10:33
	Total Response Time ERF Concentration	8:55	9:15	8:01	9:01	11:06

Emergency Medical Services- 90th Percentile Times		2013	2012	2011	2010	2009
Alarm Handling	Pick-Up to Dispatch	2:01	2:32	2:31	2:43	2:03
Turnout Time	Turnout Time 1st Unit	1:11	1:17	1:33	2:03	1:12
Travel Time	Travel Time 1st Unit Distribution	5:31	5:33	5:39	6:27	6:16
	Travel Time ERF Concentration	6:29	6:17	6:49	6:47	6:32
Total Response Time	Total Response Time 1st Unit on Scene Distribution	7:57	8:27	9:19	10:24	10:38
	Total Response Time ERF Concentration	9:26	9:04	10:53	11:33	9:47

Comparative Statistics

An important part of the Yearly Activity Report is to compare the Rogers Fire Department to other communities who share our demographic characteristics. Although it is impossible to make a perfectly fair and balanced comparison, the data obtain is essential to validating the department's performance and serves as another method of comparison. Data for other cities is obtained from the United States Census Bureau, Northwest Arkansas Council, and the fire departments themselves. The Rogers Fire Department utilizes the following cities for comparative statistics:

Broken Arrow, Oklahoma
Norman, Oklahoma
Edmond, Oklahoma
Fayetteville, Arkansas
Springdale, Arkansas
North Little Rock, Arkansas

Some highlights of the 2013 data include:

- The City of Rogers protects the largest percentage of population classified as urban by the United States Census and it has the second highest annual rate of growth.
- The citizens of Rogers enjoy the second lowest ratio of firefighters to citizens of all the cities surveyed (1 firefighter for every 530 citizens).
- The cost of fire protection, per capita, in the City of Rogers was one of the lowest at \$135 per citizen. North Little Rock, Arkansas had the highest cost of fire protection at \$214 per citizen.
- The cost of fire protection, per firefighter, in the City of Rogers was the LOWEST of any of the comparison cities.
- The City of Rogers had the smallest budget of all comparison cities.
- The City of Rogers boasted the highest ratio of firefighters per square mile protected (2.9 FF) compared to the lowest which was Norman, Oklahoma (0.82 FF).

Comparative Statistics

City	Firefighters	Fire Stations	Annual Growth Rate	Square Miles	Urban Population	ISO Rating
Broken Arrow, OK	153	6	3.03%	105	98%	2
Norman, OK	159	9	1.73%	194	90%	3
Edmond, OK	117	5	2.03%	89	95%	3
Fayetteville, AR	108	7	2.71%	55	97%	2
Springdale, AR	114	6	4.98%	47	97%	2
North Little Rock, AR	148	10	0.58%	54	96%	2
ROGERS, AR	111	7	4.31%	38	98%	3

Cost of Fire and Emergency Medical Coverage...



Broken Arrow, OK—\$143 per citizen!

Edmond, OK—\$212 per citizen!

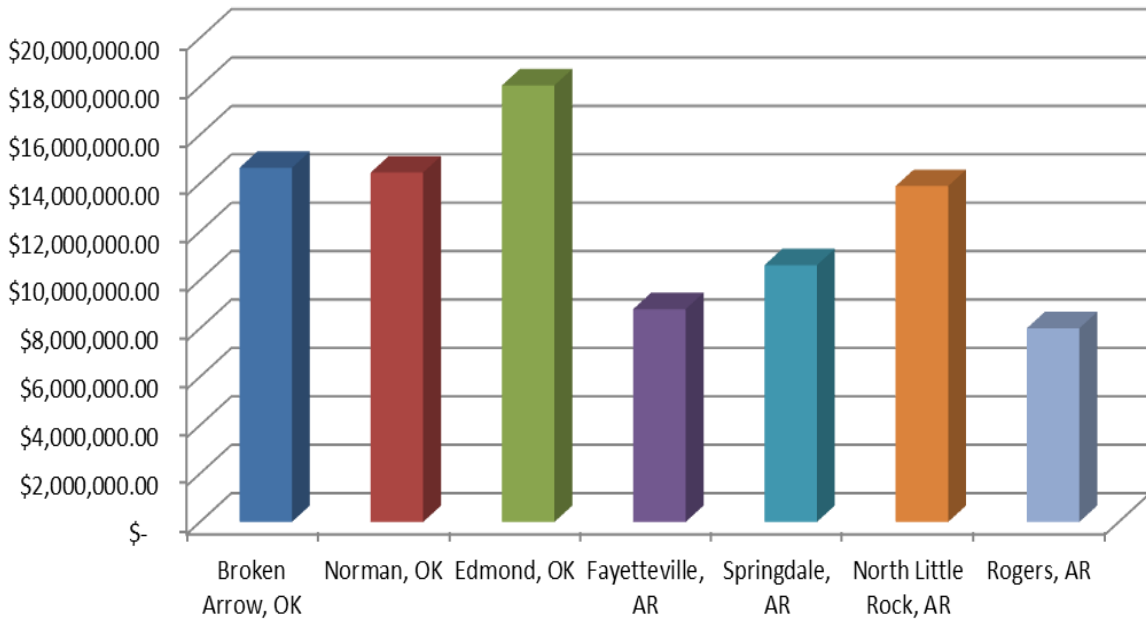
North Little Rock—\$214 per citizen!

Rogers, Arkansas—\$135 per citizen

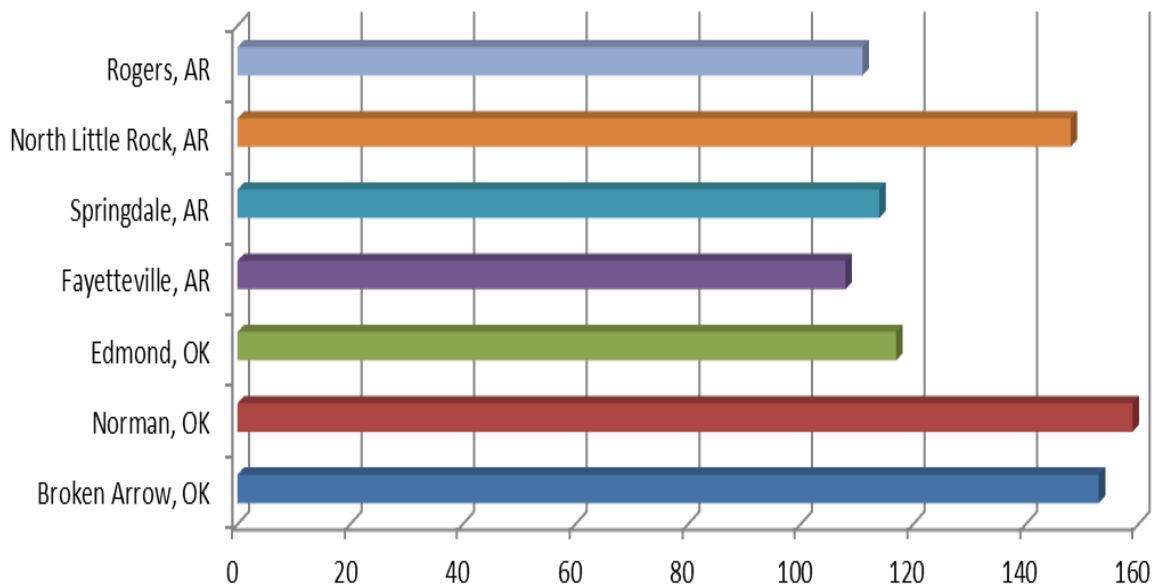
Effective. Timely. Economical.

Comparative Statistics

Fire Department Budget by City (2013)

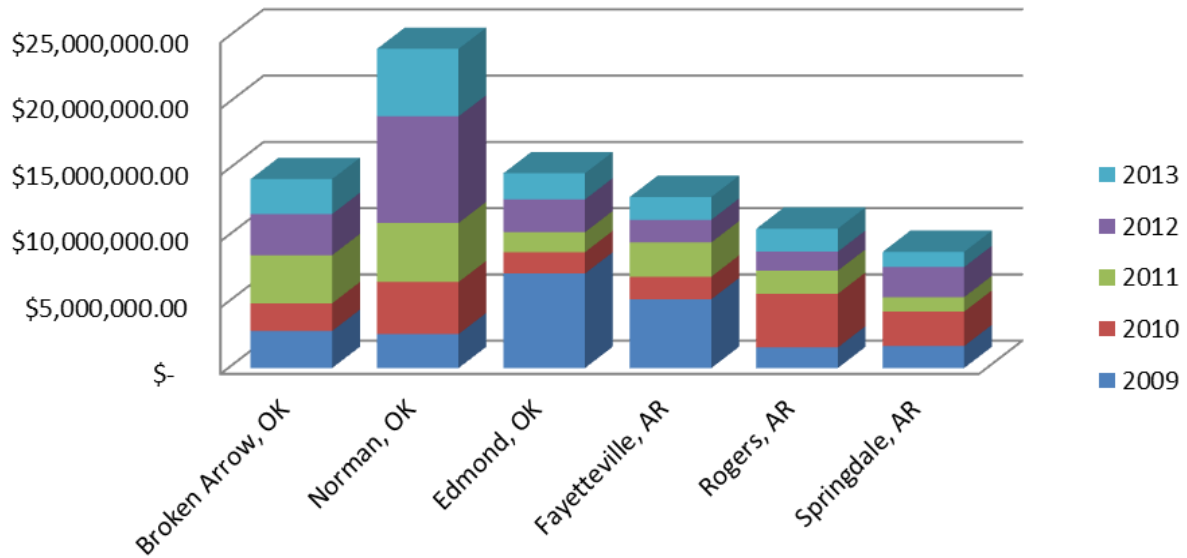


Number of Sworn Firefighters by City (2013)

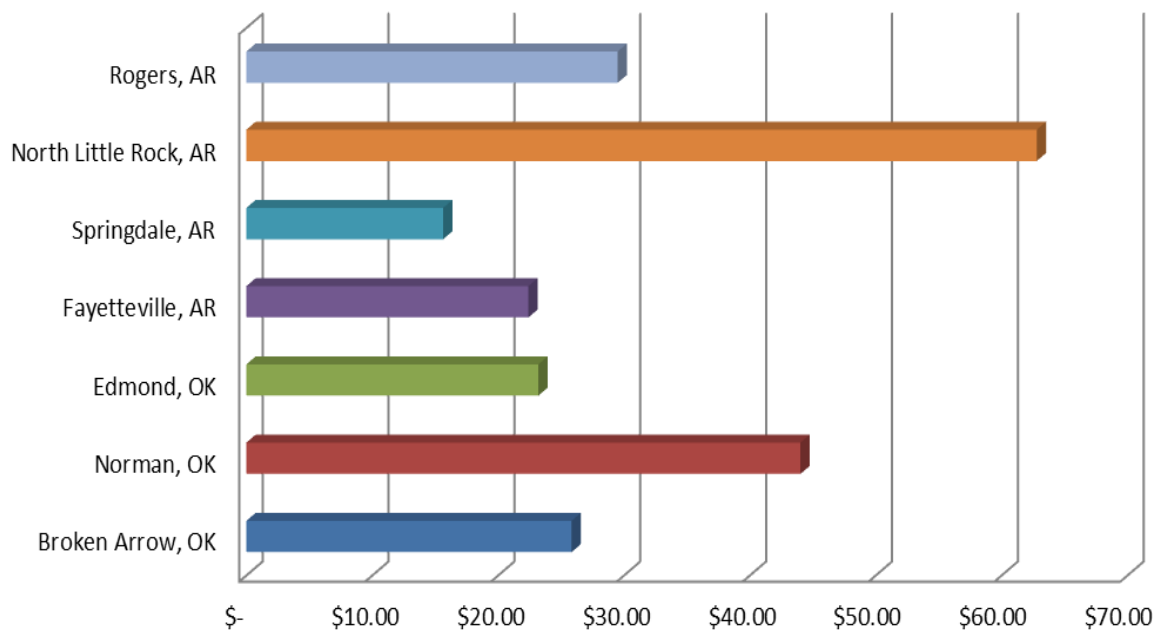


Comparative Statistics

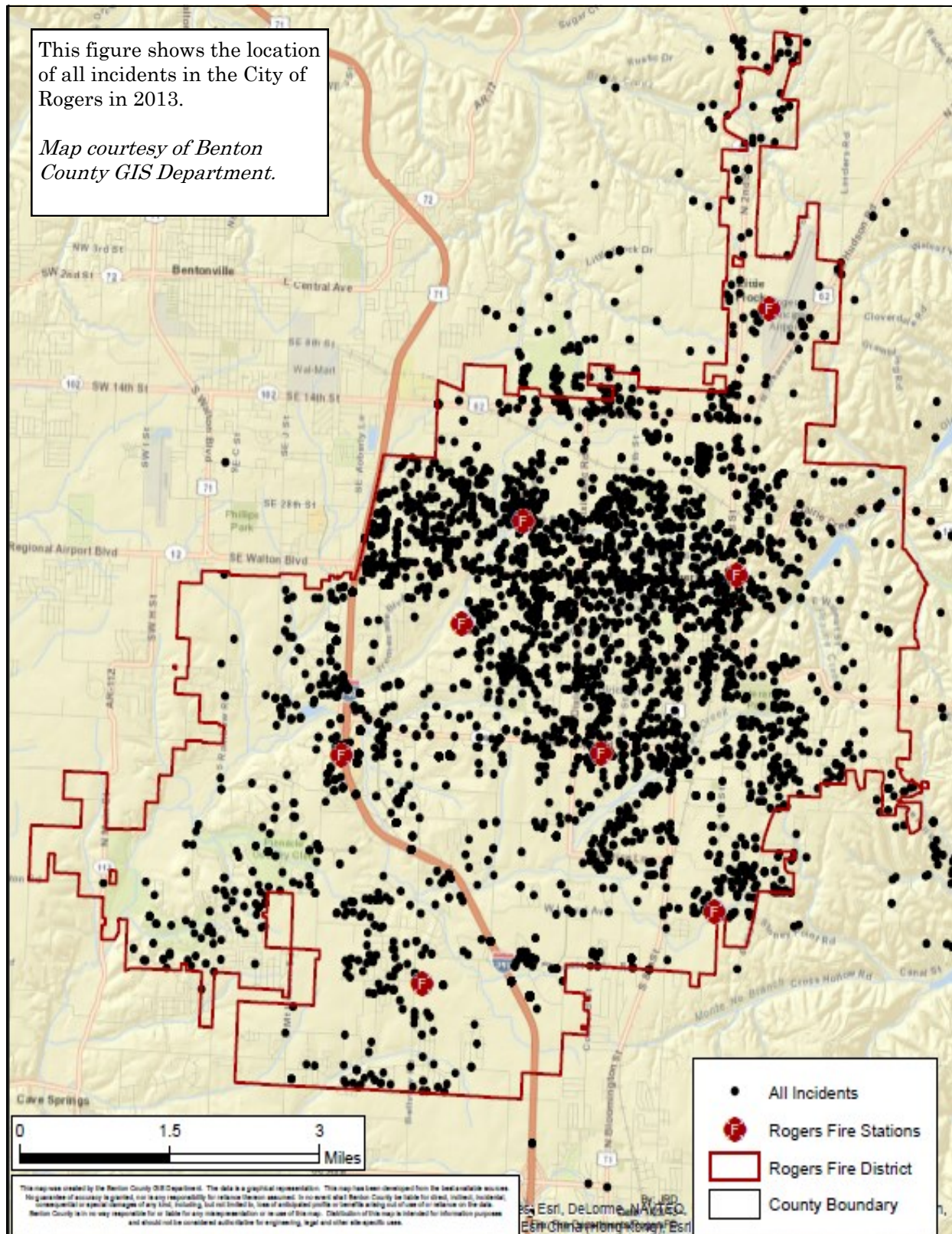
Five-Year Property Loss from Fire by City (2009-2013)



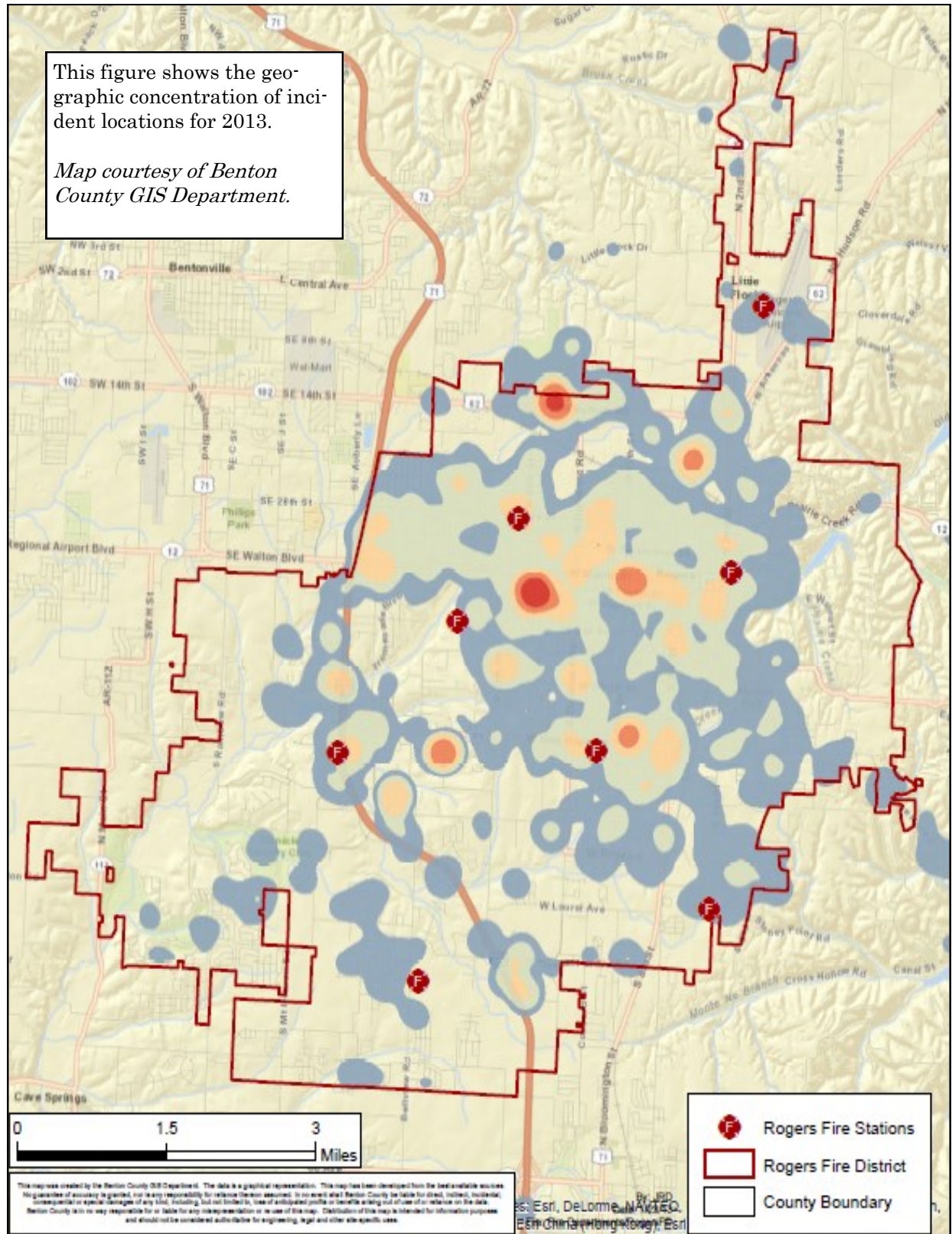
Property Loss from Fire Per Capita (2013)



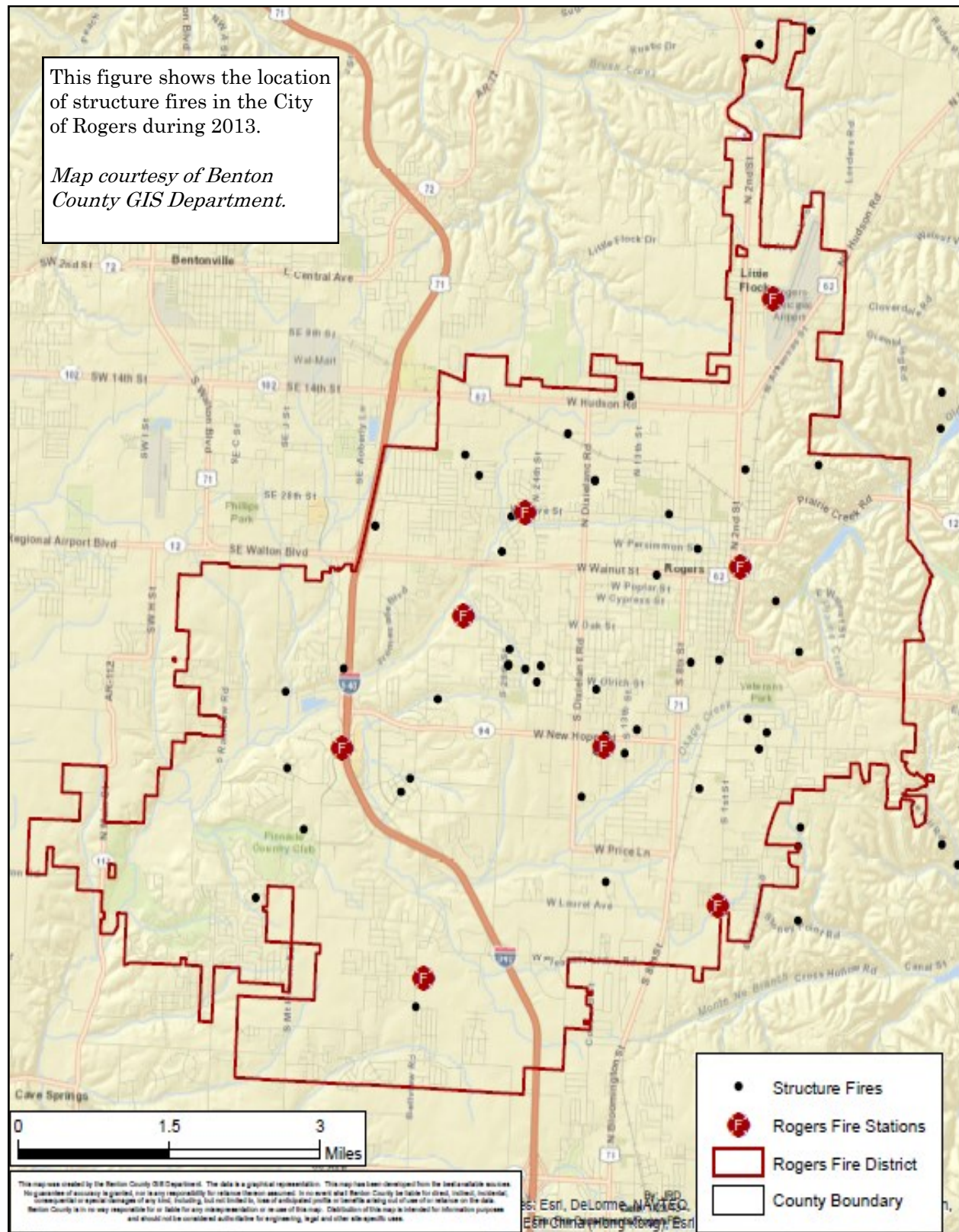
Geographical Analysis of Incident Data



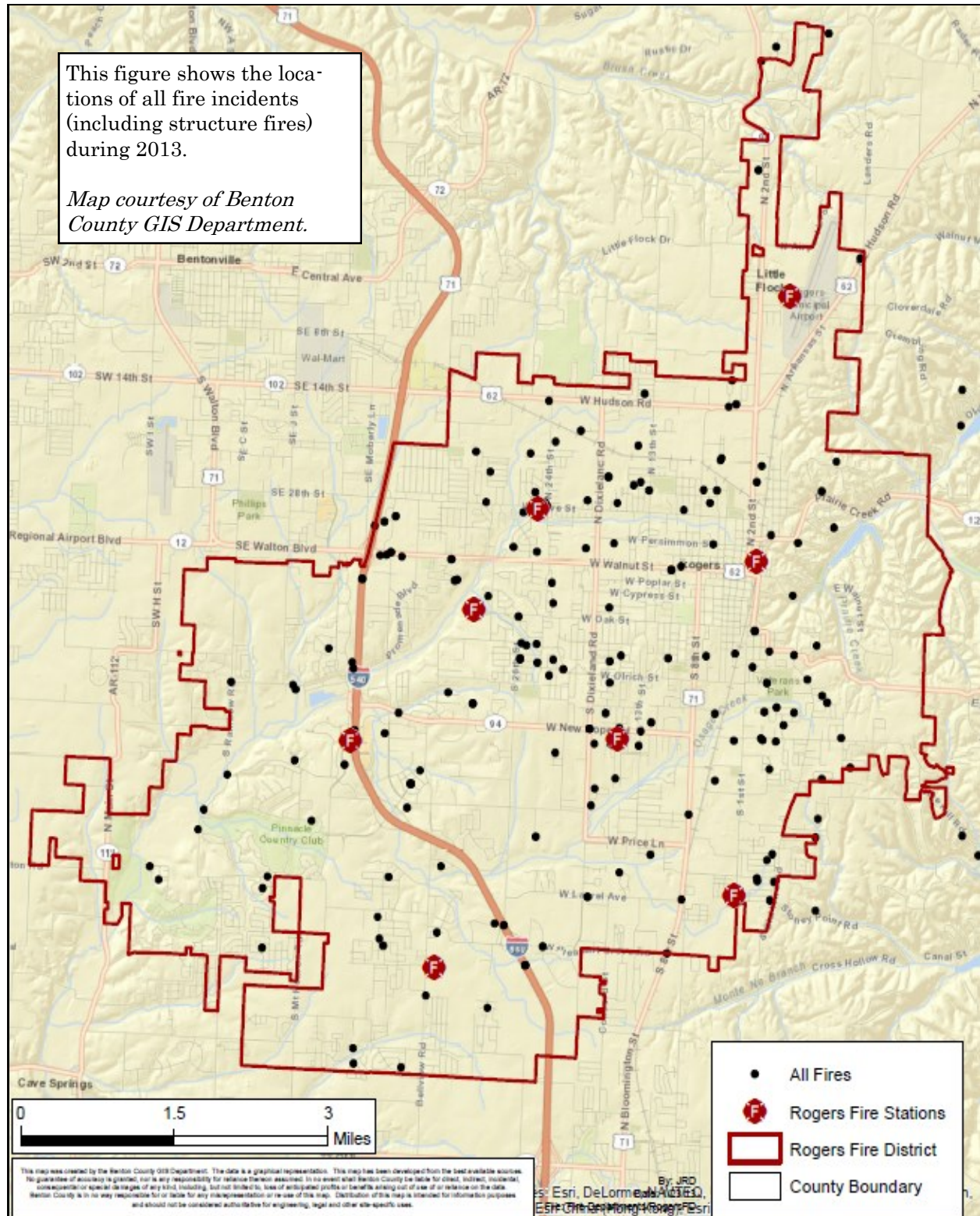
Geographical Analysis of Incident Data



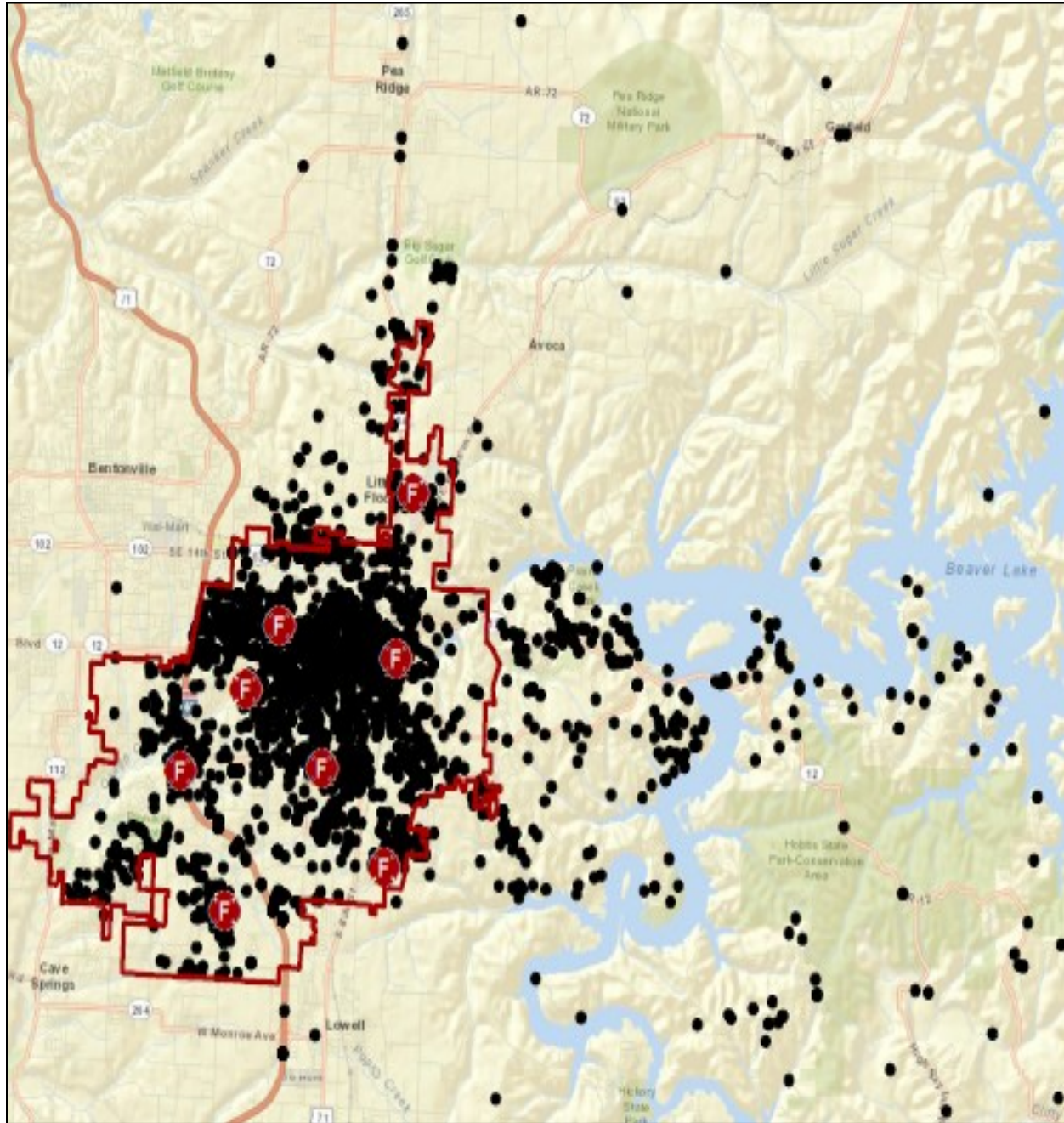
Geographic Analysis of Incident Data—Structural Fires



Geographic Analysis of Incident Data—All Fires



Geographic Analysis of Incident Data—Emergency Medical Incidents

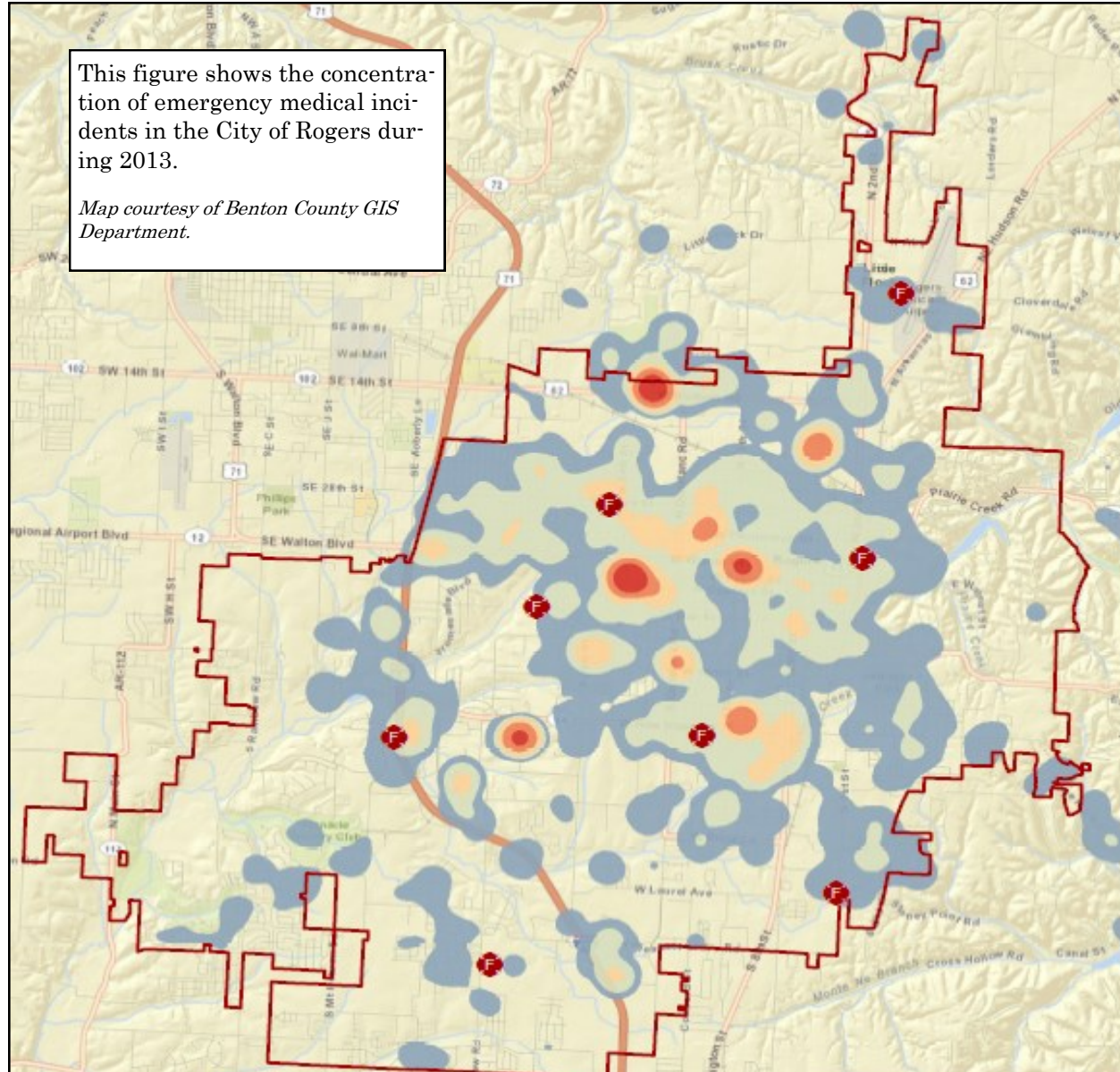


This figure shows the location of all emergency medical incidents in the Rogers response area.

Map courtesy of Benton County GIS Department.

- Medical Accidents
- Ⓡ Rogers Fire Stations
- ▭ Rogers Fire District
- ▭ County Boundary

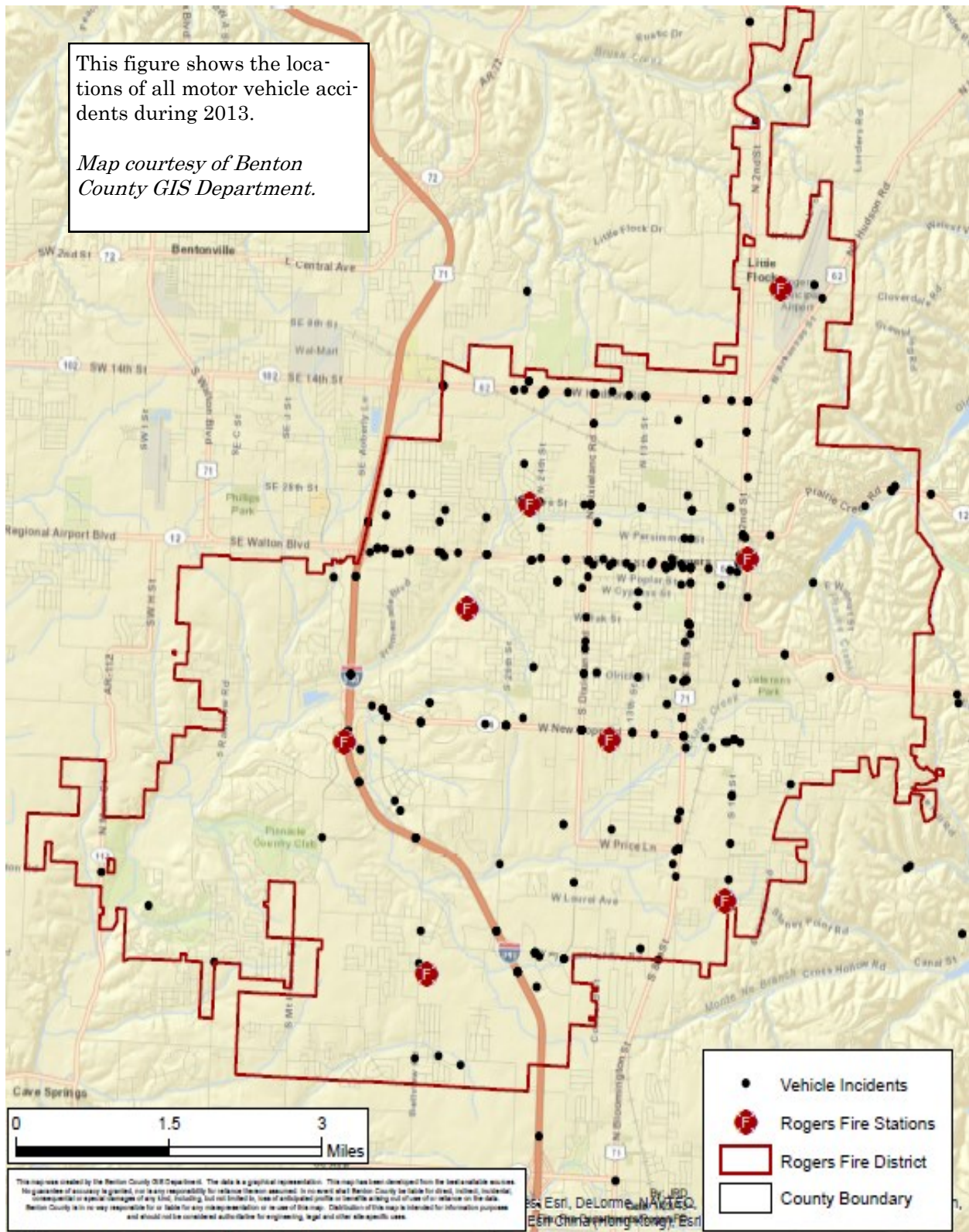
Geographic Analysis of Incident Data—Emergency Medical Incidents



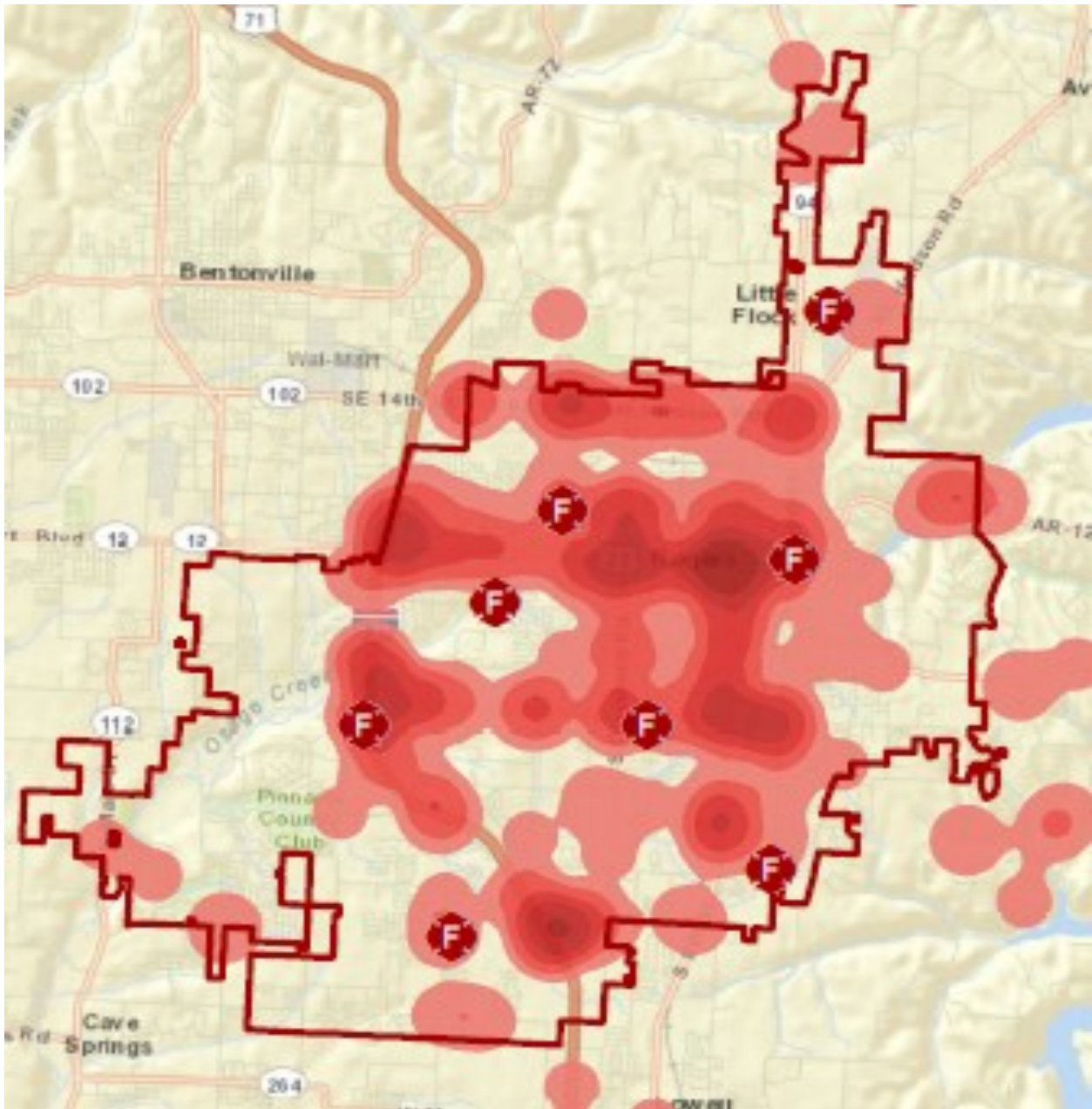
Various occupancies in the city have a significant impact on emergency medical call volumes. A summary of those facilities requiring significant numbers of emergency responses is provided below:

Responses	Address / Occupancy
113	300 South Innisfree Circle, Innisfree Independent Living
107	2001 South Hampton Place, Jamestown Assisted Living
89	2501 North 22nd Street, Apple Blossom Retirement
68	1149 West New Hope Road, New Hope Health
63	1200 West Walnut Street, Center for Non Profits

Geographic Analysis of Incident Data—Motor Vehicle Accidents



Geographic Analysis of Incident Data—Motor Vehicle Accidents



The figure above shows the location of all motor vehicle incidents for the Rogers Fire Department in 2013. The darker shades of red indicate a higher concentration and frequency of collisions, while lighter shades indicate fewer incidents. As shown above, the most dangerous areas of the city for motor vehicle accidents include: Interstate 540, Dixieland Road, Walnut Street, South 8th Street (US 71 Business), Hudson Road, and New Hope Road.

Map Courtesy of Benton County GIS Department

Mutual Aid Analysis

The Rogers Fire Department regularly responds with neighboring agencies to assist them with requests for assistance. On occasion, other departments may also be dispatched into the City of Rogers to augment existing resources.

In 2013, the Rogers entered into an automatic aid response agreement with the City of Lowell. This agreement automatically dispatched Lowell into certain geographic zones of Station 7's response area to help meet response time performance for those areas. The automatic aid agreement resulted in 37 combined responses for Rogers and Lowell. Of those responses, five were inside the City of Rogers for reported house fires. The other 32 calls occurred on the Interstate between exits 78 and 81 and included motor vehicle accidents, grass fires, and car fires.

The RFD provided mutual aid to other jurisdictions 40 times. Mutual aid was received by the City of Rogers only once during 2013. A breakdown of responses by department is provided below:

Department	Aid Given	Aid Received
Avoca	5	0
Beaver Lake	6	0
Bentonville	0	0
Cave Springs	1	0
Highway 94 East	5	0
Little Flock	2	0
Lowell	4	3
Northeast Benton County (NEBCO)	6	0
Pea Ridge	9	0
Piney Point	1	0
Rocky Branch	0	0
Springdale	1	0
XNA Airport	1	0

Mutual Aid Analysis

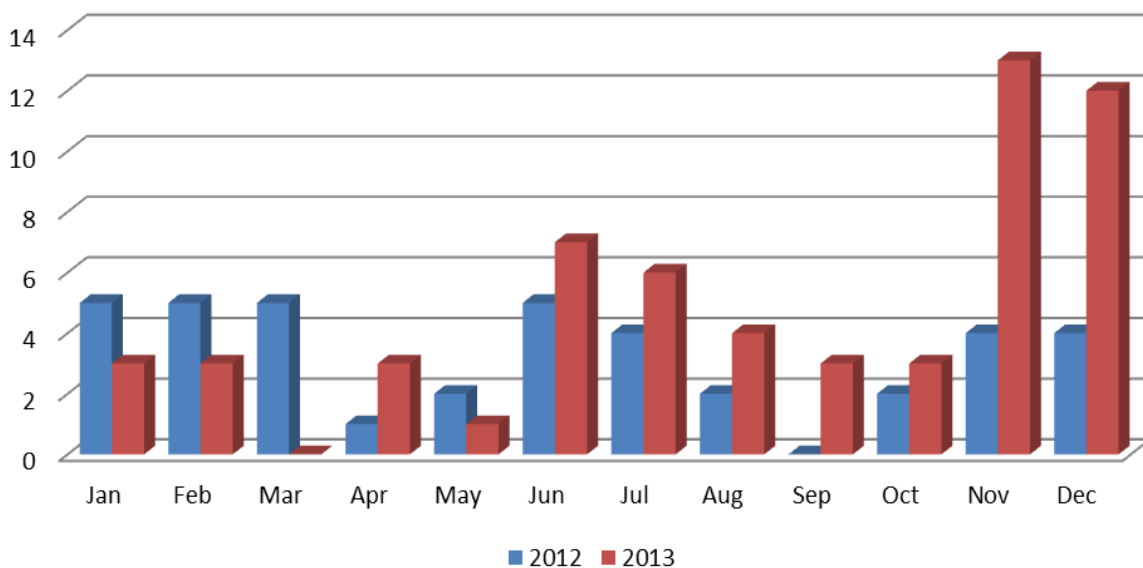
The mutual aid system is characterized not only by incident response, but also through coordination and training. Much of that effort is managed and directed by the Northwest Arkansas Metropolitan Fire Chiefs Association and the Northwest Arkansas Training Officers Association. In 2013, the following regional projects were completed to improve mutual aid response coordination.

- Regional Apparatus Resource Catalog Created
- Apparatus Resource Typing and Nomenclature Guide Published
- Resource and Deployment Subcommittee Formed

In addition, several regional drills were conducted to improve response capability in the region. Those included:

- April 1—Structural Collapse Drill in Rogers
- May 2—Hazardous Materials Exercise in Springdale
- October 10—Hazardous Materials Exercise in Gentry
- October 31—Type I Engine Strike Team Deployment to Bella Vista
- December 9—Hazardous Materials Dispatch Exercise—Springdale FD

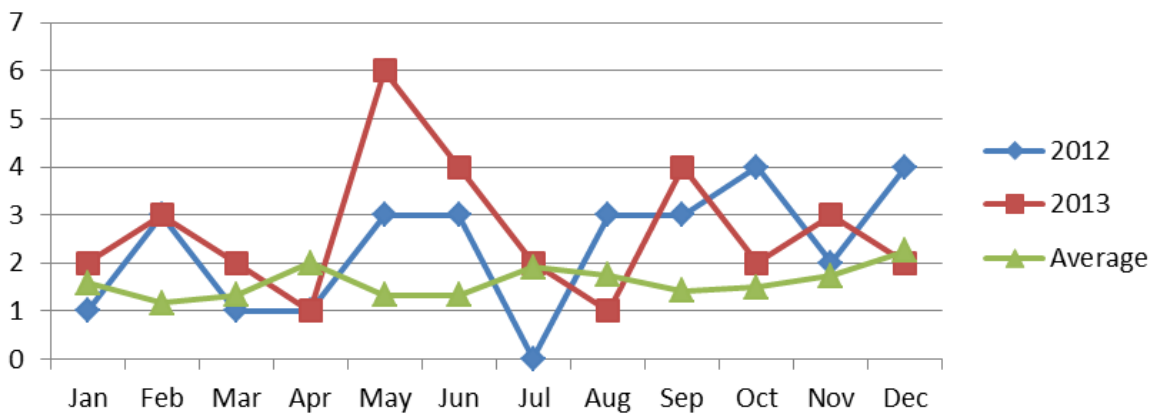
Mutual Aid Incidents, Given and Received, by Month (2012-2013)



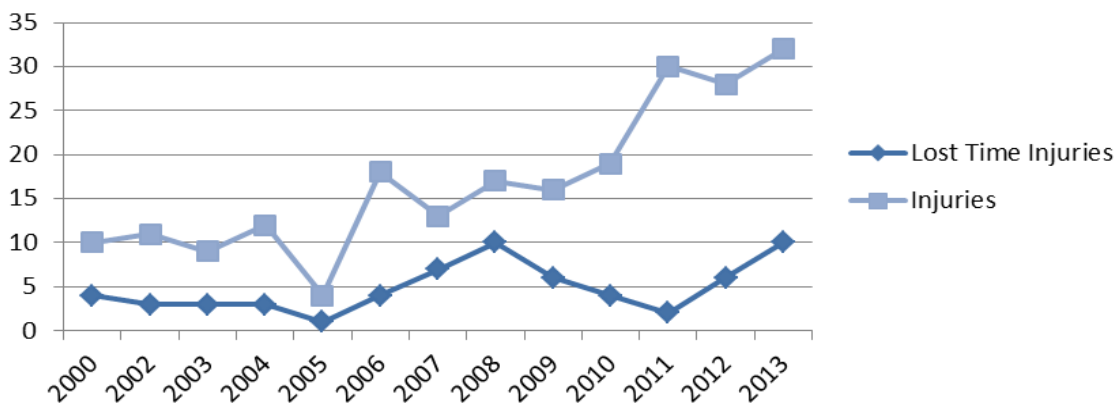
Workers Compensation Injuries

The nature of the work performed by firefighters is dangerous. Because of this, the Rogers Fire Department empirically reviews all on-the-job injuries to identify trends or problems. In 2013, 32 Workers Compensation injuries were reported. Of the 32 injuries, only ten (31%) resulted in lost work time. The figures below help depict the job-related injuries for 2013.

Workers Compensation Injuries by Month (2012-2013) with Trend



Workers Compensation Injuries and Lost Time Injuries (2000 - 2013)

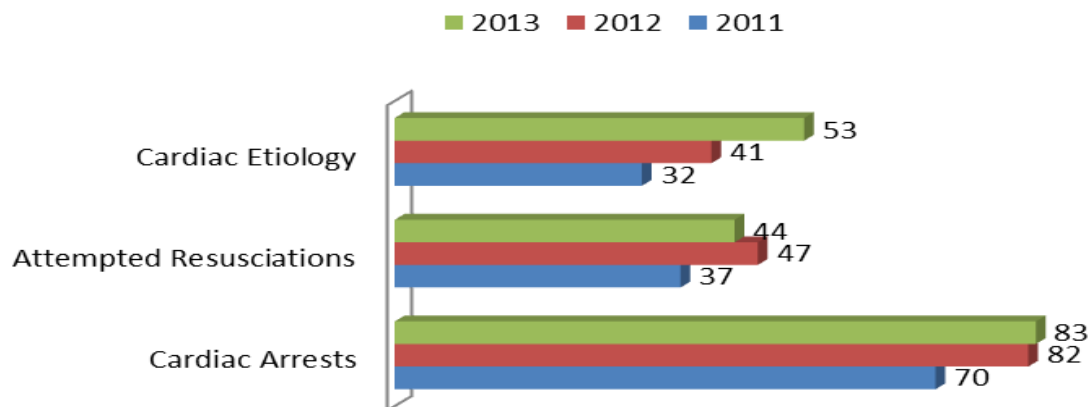


Cardiac Arrest Registry Analysis (Using Utstein Template)

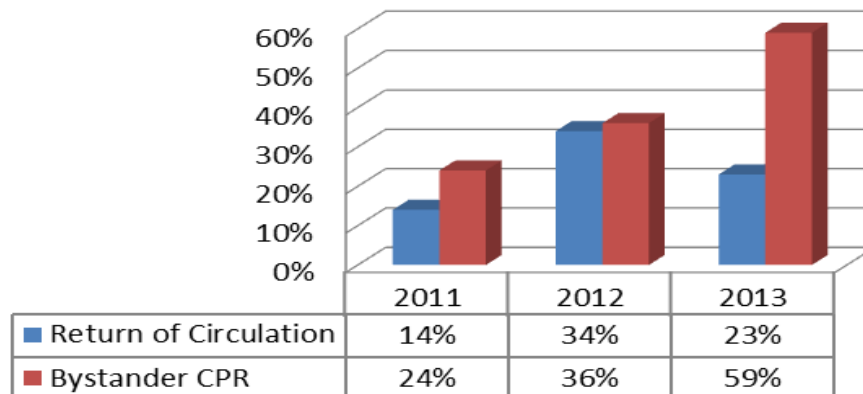
The Rogers Fire Department has devoted significant energy to improving cardiac arrest survivability in its response area. Since 2010, bystander CPR, return of spontaneous circulation (ROSC), and overall survival rates have increased dramatically. Monthly performance cardiac arrest performance metrics are available on the department's website.

In 2013, the reporting format changed to include more information relating to public access defibrillator access and identifying trauma-induced cardiac arrests. The department's cardiac arrest registry is recorded in an Utstein-style template on a Microsoft Excel Spreadsheet for data tabulation and interpretation.

Cardiac Arrest Analysis (2011-2013)



Return of Spontaneous Circulation and Bystander CPR Performance (2011-2013)



Significant Incidents

The following incidents are listed as significant incidents according to their status as a multiple alarm fire, the occurrence of a fire-related civilian injury, or the occurrence of a significant non-fire incident.

Incident 13-16, January 1, 2013 – Third-alarm fire in a residential dwelling at 12 Pinnacle Dr. An initial first-alarm assignment consisting of Engine 6, Engine 2, Engine 4, Truck 5, Medic 5, and Battalion Chief 1 arrived to find heavy fire from a large two-story wood-frame dwelling. The fire had begun as an apparent flue fire and extended into the attic space. The incident was upgraded to a third alarm with the response of Engine 3, Engine 7, Truck 1, and Springdale Engine 3. The fire was brought under control utilizing the aerial master streams of Truck 5 and Truck 1.

Incident 13-580, February 3, 2013 – Second alarm fire in a residential dwelling at 313 E. Lilac St. An initial first alarm assignment consisting of Engine 2, Engine 7, Engine 3, Truck 1, Medic 1, and Battalion Chief 1 arrived to find heavy fire from the garage of a single-story wood-frame dwelling. Smoke was observed emitting from all attic vents and eaves with two vehicles in the garage and another vehicle parked on the driveway also on fire. The incident was upgraded to a second alarm with the response of Engine 4 and Engine 6. The fire was extinguished with no extension to adjacent structures.

Incident 13-1090, March 7, 2013 – First alarm fire in a residential dwelling at 1924 S. 17th Pl with a report of an elderly female inside. The first alarm assignment consisting of Engine 2, Engine 4, Engine 6, Truck 1, Medic 1, and Battalion Chief 1 arrived to find heavy smoke conditions present in a mobile home. The elderly female occupant had been removed from the structure by Rogers police officers prior to fire department arrival. The patient was treated for smoke inhalation, transported to Mercy Medical Center, and later released. The fire was extinguished with no extension to the adjacent mobile homes.

Incident 13-1631, April 10, 2013 – Second alarm fire in a residential dwelling at 408 E. New Hope Rd. An initial first alarm assignment consisting of Engine 7, Engine 2, Engine 3, Truck 1, Medic 1, and Battalion Chief 1 arrived to find smoke showing from a single-story wood-frame dwelling. Upon entry, crews encountered heavy smoke and low visibility which slowed efforts to locate the seat of the fire. The incident was upgraded to a second alarm with the response of Engine 6 and Truck 5. The seat of the fire was located in a back bathroom and extinguished with fire damage being confined to the bathroom and adjacent closets.

Significant Incidents

Incident 13-4133, August 31, 2013 – Hazardous materials response to an ammonia leak at Tyson Chick-N-Quick at 400 W. Olrich St. An initial assignment consisting of Engine 2, Engine 7, Truck 1, Truck 5, Rescue 5, Medic 1, and Battalion Chief 1 arrived to find an unplanned ammonia release from a pressure valve inside the structure. Area residents were notified to remain inside their homes and report any adverse medical symptoms. Multiple calls were received reporting an ammonia smell in the area around Olrich St and at least four patients were treated at local hospitals for respiratory issues. Fire crews performed gas monitoring and found no active ammonia leak; the residual ammonia was evacuated to the exterior of the structure.

Incident 13-4248, September 7, 2013 – Second alarm fire in a residential dwelling at 1000 S. 25th Pl. An initial first alarm assignment consisting of Engine 2, Engine 4, Engine 3, Truck 5, Rescue 5, Medic 5, and Battalion Chief 1 arrived to find heavy fire on the rear exterior of a two-story wood-frame dwelling that had extended into the attic space. The incident was upgraded to a second alarm with the response of Engine 6 and Springdale Engine 3. The fire was brought under control utilizing the aerial master stream of Truck 5 and was extinguished with no extension to adjacent structures.

Incident 13-4494, September 21, 2013 – Second alarm fire in a residential dwelling at 1306 N. 31st St. An initial first alarm assignment consisting of Engine 4, Engine 2, Engine 3, Truck 1, Rescue 5, Medic 4, and Battalion Chief 1 arrived to find heavy fire from a single-story wood-frame dwelling which was extending into the attic space and threatening an adjacent dwelling. The incident was upgraded to a second alarm with the response of Engine 6 and Engine 7. The fire was brought under control utilizing handlines and the aerial master stream of Truck 1. Heat damage was sustained by the adjacent dwelling but no fire extended into the interior.

Incident 13-5299, November 13, 2013 – First alarm fire in a residential dwelling at 110 E. Allen St. The first alarm assignment consisting of Engine 2, Engine 3, Engine 4, Truck 1, Rescue 5, Medic 1, and Battalion Chief 1 arrived to find heavy fire showing from a single-story wood-frame dwelling. The occupant of the home was outside with obvious burn injuries to his face and arms. The patient was transported by Medic unit to Mercy Medical Center and subsequently airlifted to Springfield. The patient was treated for his injuries for several weeks and later discharged. The fire was extinguished with no extension to adjacent structures.

Department Awards

In conjunction with the anniversary of the founding of the Rogers Fire Department, an awards banquet is held with Rogers Firefighters Incorporated, a 501(c)3 organization made up of members of the department. Businesses throughout the city financially support the various awards and evening events. Awards issued at the 125th annual anniversary dinner and awards banquet included:

Firefighter of the Year: Patrick Miller (7B)

Probationary Firefighter of the Year: Cash Cawthon (1C)

Paramedic of the Year: Derek Reaves (1A)

Company Officer of the Year: Dusty Qualls (1C)

Fire Company of the Year: Ladder 1, A-Platoon

These individuals are issued a personal awards plaque and are also perpetually recognized on the department's "Wall of Honor" at Station 1, along with award winners from previous years.





